

# Call Recording and Quality Management Suite

Product Sheet: Masergy UCaaS with Webex

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## Masergy Call Recording is a Compliance Call Recording and Quality Management Solution for Unified Communications

Hundreds of companies worldwide rely on Masergy Call Recording to optimize business processes, resolve customer disputes, comply with regulatory requirements, and increase productivity. Masergy Call Recording is ideal for managing contact-center environments and recording general business conversations for compliance, legal protection, and quality management.

Masergy Call Recording solutions portfolio is based on an innovative call recording architecture, offering advanced contact-center functionality such as call recording, reporting, and quality management.

### Web-Based User Interface

Access Masergy Call Recordings anytime, anywhere with Call Recording's intuitive, user-friendly Web interface - no desktop software needed.

### Intuitive Call Search and Playback

Search millions of calls by any parameter, quickly and easily - e.g., date, time, caller/callee number, agent's name - or simply type in a search term. Playback is available right in the browser window.

### Multiple Recording Options

Record all calls automatically. Select calls to be recorded based on rules or specific criteria. Initiate on-demand call recording IP phone softkey menu.

### Look Back Technology

Record conversations from the very beginning, even with calls that are already in progress, with Masergy Call Recording's Look Back feature, you won't miss a single word.

### Centralized Multi-Site Call Recording

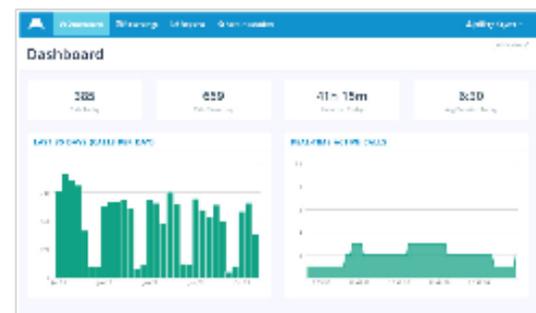
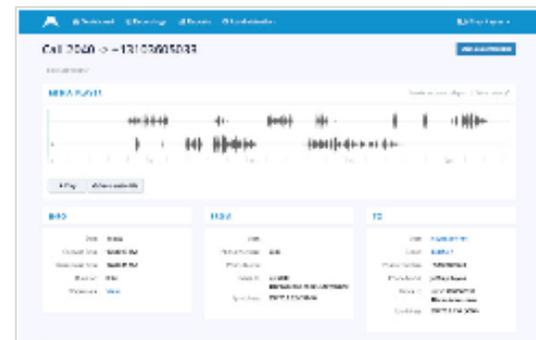
Record calls made to and from multiple locations/branches.

### Industry Leading Scalability

Masergy Call Recording easily scales from a few phones to thousands. Call Recording offers industry-leading performance and reliability

### Benefits

- Enhance customer service and agents' productivity
- Improve operational efficiency and sales process
- Resolve disputes quickly
- Increase security
- Minimize liability
- Improve marketing and business intelligence
- Comply with legal requirements



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Masergy Call Recording helps businesses and contact centers improve service quality and performance. Masergy Call Recording quality monitoring and evaluation software enables contact centers to evaluate agents' performance, provide feedback and support, coach and train agents. With Masergy Call Recording you will be able to effortlessly monitor and improve quality of your customer interactions to deliver the best customer experience.

## Quality Assurance

Quality Assurance integrates seamlessly with Masergy Call Recording and featuring intuitive and a user-friendly web interface.

## Customizable Score Cards

Evaluate agents using built-in score cards or quickly customize existing evaluation forms.

## CRM Integration

Seamlessly integrate Masergy Call Recording to the third-party applications, such as CRM and help-desk systems, to achieve superior customer service and maximum business results.

## Reporting

General statistics for calls, days, groups, users, agents' performance and more with Masergy Call Recording's comprehensive reporting features.



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Masergy Call Recording helps companies to comply with legal requirements such as PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, FSA compliance, and others.

## Pause/Resume Recording

Automatically pause / resume call recording process to omit sensitive data, such as card holder information.

## Encryption and Advanced Security

Ensure the highest security standards, with Call Recording's 256-bit AES file encryption and secure access to call recordings via SSL/HTTPS connection.

## Role-Based Access

Customize roles and define user rights, such as playback, administration, and resources access.

## File Watermarking

Ensure authenticity with file watermarking. Call Recording offers a powerful application to validate the authenticity of any WAV file.

## Audit Log

Monitor sensitive information with Audit Log to ensure maximum security and comply with HIPAA and other legal requirements.

