Listen. Analyze. Improve.

VOIZTRAIL SM

VOIZTRAIL TAKES YOUR CALL AUDITING AND RECORDING TO THE NEXT LEVEL

THERE'S A MYRIAD OF REASONS MOST INDUSTRIES RECORD CALLS.

Using the most advanced technology in call recording, VoizTrail saves companies time and money by providing tools that deliver the information they need, when they need it, in ways they didn't know were possible:

VoizTrail's technology allows it to easily record 100% of calls, while redacting all sensitive identifying information in the call, such as social security numbers, account numbers, birth dates. Calls can be stored without compromising data security, maintaining compliance with PCI-DSS regulations.

VoizTrail's intuitive user interface provides an integrated media player that allows supervisors to listen to calls instantly. Calls can be downloaded for further analysis.

VoizTrail's advanced search functions allows for fast and simple search of calls by date, call duration, caller ID, dialed number, call direction, agent ID or extension.

VoizTrail's user-friendly dashboard puts all necessary information in one place. You can even listen to a specific call recording by drilling down to details within the dashboard screen.

VoizTrail records all incoming calls, and splits the audio from customer and agent into two separate channels. No more wondering who said what.

Your business's success depends on your understanding and engagement of customers. VoizTrail's state-of-the-art call recording and auditing program allows you to access a gold mine of customer insights previously left to guesswork and chance.

WITH VOIZTRAIL, YOU GET...

AN AUDIO AND VISUAL RECORD
of 100% of calls, with all sensitive identifying information redacted.

AN INTEGRATED MEDIA PLAYER
that allows supervisors to listen to calls instantly without downloading.

FAST AND SIMPLE SEARCH
of calls by date, call duration, caller ID, phone number, agent or extension.

SEPARATION OF AUDIO
Voices of customer and agent are split into two separate channels.

SIMPLIFIED CALL AUDITING
VoizTrail's on-screen auditing feature speeds up call auditing process; supervisors can listen and provide feedback on the same screen.

Hawes Technologies

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