



Call Recording & Auditing



VozTrail is an all-in-one, specialized and customizable Call Auditing and Recording Solution which can potentially propel your Call Centre miles ahead of your competitors.

UNIQUENESS

CALL AUDITING

Call Auditing "As a Service" is based on VoizTrail's complete Call Recording & Call Auditing solution. Using our proprietary system, your recorded calls are sent over to our expert call auditors, who evaluate each interaction based on the guideline parameters you set.

ENCRYPTED OFFLINE ARCHIVAL

All archived recordings are encrypted using powerful algorithms, which gives you the confidence that your data is safely stored. Authentication and passwords are required to play back any archived calls, including those that are transferred through portable media or emails.

EASY PLAYBACK & DOWNLOAD

Unlike traditional methods, VoizTrail's intuitive -user interface provides an integrated media player that enables supervisors to listen to calls instantly. Call can be saved in multiple formats, such as: WAV or MP3 for easier playback.

ADVANCED CALL SEARCH FEATURE

VoizTrail features an advanced search functionality which empowers users with in-depth and detailed results even if they have minimal information to start with. VoizTrail enables the user to search for Call Recordings by date, call duration, caller ID, dialed number, call direction, agent ID or agent extension. It's simple, fast & effective

CUSTOMIZABLE REPORTS

VoizTrail gives you the ability to create own report templates. You pick the parameters you want to focus on, and VoizTrail will create your customized report.

APPEALING & CUSTOMIZABLE DASHBOARD

VoizTrail offers a user-friendly dashboard that puts in all necessary information into one place. It can be configured to depict data on a daily, monthly or yearly basis. It portrays data-rich statistics using visually appealing charts, and you can even listen to call recordings by drilling down to details right within the dashboard screen.

HIGHLIGHTS

BUSINESS PERFORMANCE

QUALITY ASSESSMENT - VoizTrail's Call Recording & Call Auditing features can help you set organizational parameters for call standards, ensuring that all customers are given a uniform experience.

REGULATORY COMPLIANCE - VoizTrail efficiently processes call information to help you stay compliant. This includes Call Redaction, which masks sensitive information within call recordings, AES-128 encrypted storage, secure call recording transmission, and password-protection with device specific call playback.

DISPUTE RESOLUTION - No more "he said, she said". VoizTrail's recording feature can be your company's best defense against costly legal action resulting from disputes. Recorded calls can be referred to handle disputes and for issue resolution

EMPLOYEE PERFORMANCE

FRONTLINE EMPLOYEES - Frontline employees are the most important part of your bottom line. VoizTrail helps in training and monitoring the agents where ever required. Getting the best from your call-center employees is easier with VoizTrail.

NON-FRONTLINE EMPLOYEES - Sharing call information with non-frontline employees, such as product development and marketing teams will help them to better understand your customers' needs. "Getting to know" the customer, gives every team in your organization priceless information on how best to target future customers, as well as retain existing ones.

INCREASE ROI with VOIZTRAIL - The key to ANY business' success is the ability to understand the needs of its customers. There is no better way to do this than through VoizTrail Call Recording & Auditing solution. The reports and analysis of VoizTrail can help increase your company's ROI by giving leadership the information they need to know and helps in better decision making.



ADDITIONAL SERVICES OFFERED

SPEECH ANALYTICS

Speech Analytics is a single integrated application that works within a call management system. It eliminates the guesswork of trying to integrate a standalone speech analytics program – as well as the unnecessary expense of volume-based payments.

CALL AUDITING “AS A SERVICE”

Call Auditing “As a Service” is based on VoizTrail’s complete Call Recording & Call Auditing solution. Using our proprietary system, your recorded calls are sent over to our expert call auditors, who evaluate each interaction based on the guideline parameters you set. Any type of call can be audited using this platform.

By using VoizTrail’s customizable solution, you can free up your time, manpower, and resources to focus on your business goals. We’ll take care of reviewing and scoring your calls based on the parameters you choose.

Contact us for a Quote or a Demo!

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