

7 REASONS WHY YOUR COMPANY NEEDS MYCALLS CALL RECORDER

Call recording is on the rise, being an essential for many organisations and even mandatory for others. MyCalls Call Recorder is a highly featured, cost-effective add-on to NEC's SV9100 & SL2100 communication platforms.



1 IMPROVE YOUR SALES

- > Ideal for evaluating and monitoring your team's performance on the telephone
- > Enhance your teams' customer service techniques
- > Generate measurable increases in sales with a better customer experience

2 IMPROVE YOUR CUSTOMER EXPERIENCE

- > An ideal training tool enabling the sharing of selling techniques
- > Learn from the best and worst examples
- > Achieve continuous improvements with regular coaching sessions



3 INSTANT EVIDENCE, LEGALITY & PROOF

- > Recordings are saved as encrypted, tamper-proof files
- > Restricted access / user rights for designated staff only
- > Easily exportable data; important sections of calls can be selected and shared via email

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GET COMPLIANT

- > Enables companies to be **compliant** if regulated by the FCA/FSA or Tesco Law
- > Includes key features to help achieve **MiFID II/PCI DSS** compliance including taking credit card payments over the phone
- > Assists **GDPR** compliance with 'Remove Personal Information' feature

PAINLESS DISPUTE RESOLUTION

- > **Instant access to recording** with rapid call identification
- > **Easy replay of call** for quicker resolutions
- > Provides undeniable proof of **who said what!**

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REDUCE FAULTS & ERRORS

- > **Order clarification** can be quickly checked and managed
- > Reduce **unnecessary** re-delivery costs, refunds, etc
- > Reduce wasted **time and money**

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MORE THAN JUST A CALL RECORDER...

- > As part of the MyCalls Call Manager it includes **integrated call management**
- > **Improve business performance** across the board
- > **Live statistics** for easier team management

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