

BT Cloud Call Recording

Improve customer service and protect your business



Quick and secure access to all your call recordings.

Cloud based call recording

Monitor customer service quality

Easy dispute resolution

Protect your business

Call Recording with BT Cloud Voice can protect your company and your employees by providing an accurate record of what's been said, to help with any disputes. Hosted in the cloud, you can easily retrieve call recordings and listen to them in high quality. They're backed up across multiple data centres, so they're always available, when you need them.

Improve your service

As well as helping avoid costly disputes, call recording can also demonstrate how serious you are about your customer experience.

Some industries, such as the financial sector, now have specific regulations relating to the recording of calls. For others, it's seen as good practice to be keeping a record of calls to help improve customer service.

The service is controlled through the web so you can easily access call recordings and search for specific calls.

If you take payments over the phone, the optional PCI (Payment Card Industry) module will ensure compliance as

card details no longer need to be spoken over the phone; instead the telephone keypad is used to enter details with the agent on standby, ready to assist if needed.

There's no need for on-site equipment so it's easy to give people access, whether they're in an office or working from home.

The benefits of Call Recording

Improve customer service.

- Listen to call recordings to ensure a consistent service experience.
- Identify training plans to help your employees deliver the best service.
- Identify common customer queries and develop 'Frequently Asked Questions'.
- Take card payments over the phone.

Resolve queries and disputes.

- Quickly resolve any queries or disputes by having call recordings easily to hand.
- Protect your employees from complaints and abusive callers.

Meet regulatory requirements.

- Fulfil industry specific requirements for call recording.
- Optional PCI compliance module to cover requirements of the Payment Card Industry for handling card transactions.
- Reporting options that provide intelligence at your fingertips to help you react in real time to divert calls to other agents, if you suddenly experience a busy period.

Simple to deploy and manage.

- No hardware required.
- Online web portal gives easy access to search and retrieve call recordings.
- Homeworkers and remotes sites can also be included, so that you've got recordings of all calls, no matter where they're made.

Key Features of BT Cloud Call Recording

BT Cloud Call Recording provides the simple functionality you'd expect to enable you to record and retrieve calls to and from your business. There are also a number of optional features that can enhance the way you do business and help you monitor the quality of your customer service.

Online portal.

Quickly find call recordings, use multiple criteria such as date, time, duration, calling number and dialled number.

Secure storage.

Your call recordings are held in secure data centres and backed up to ensure you always have access to them.

Share call recordings.

Email call recordings to employees or customers to help with enquiries or disputes.

Quality monitoring tools.

Optional tools that help you monitor your service levels, identify areas for improvement and help with your employee training. Directing your callers to a short interactive survey at the end of a call is just one example of the tools we offer.

Optional PCI (Payment Card Industry) module.

Enable your business to handle credit card payments over the phone whilst remaining compliant with industry requirements on card payment security - protecting your business and your customers.

Why BT?

- **With BT Cloud Call Recording you have the flexibility** to support multiple sites and homeworkers together with the reassurance of working with BT.
- **Secure and always available** - your call recordings are stored and backed up in multiple data centres. And these are all tier 3 data centres, that's the highest level of security to protect your recordings.
- **We'll keep you connected** to the recordings you need with the performance and reliability of our networks.
- **Experience to deliver what you need.** We have decades of experience in cloud solutions and on site communications systems.
- **Shared learning to help with your own projects.** Our recommendation is based on the solution that's right for your business. Once we do recommend something, you'll know it's based on the very best solutions in the market.



Offices worldwide

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