



Call Recording

Call recording is an integral part of most businesses today. Failure to record calls may not only compromise your organisation through its failure to meet regulatory requirements, but can also compromise your customers. Recording calls to monitor agents' performance helps to ensure a great customer service. Call recording from NSL will help you manage your service, meet regulatory requirements and maximise your performance.

Straight-Forward Management

Built with functionality in mind, our secure and easy-to-use online management portal allows you to search recordings by a range of parameters including dialled number, callers number, date and time. Recordings can be downloaded or played from within the system, emailed to a designated address or sent via FTP to your own servers. Recordings can be stored for up to six years.

Recording on Demand

Options allow you to toggle recordings on and off during a call. Recording can also be set to start automatically, but then only be stored if either during or after the call this option is specifically selected by the agent.

Outbound Recording

Not only can all calls you receive be recorded, but if you currently use BT as your telecoms provider, you can record calls from your premises using our IDA (Indirect Access Number) to route automatically via our hosted platform. This allows you to maintain all your call recordings in a single secure location. For more information please see our 'Gravity Outbound' product sheet.

Ensure your team has the performance features it needs to ensure it provides great customer service. Speak to the NSL team today.

Key Benefits

- Store call recordings in our online portal for easy retrieval and playback
- Record all calls, inbound or outbound, or just a percentage
- Record on demand, to stop and start recording during a call
- Archive calls in our system or transfer to your own systems via FTP
- Search for calls by dialled number, caller's number, date etc.
- Download or play back recordings and flag with comments or ratings
- Encrypt recordings for additional security

Features of Call Handling

- Record on demand
- Store call recordings on an online portal
- Maximise your performance
- Recordings can be stored for up to 6 years
- Encrypt recordings for additional security