www.wavenetuk.com

Inbound Call Recording

1. Record all your calls without the need for expensive equipment or maintenance charges.
2. Record calls from remote sites and home workers
3. All recordings comply with FSA regulations.
4. Customise your search and playback recordings at the click of a button.

It's flexible

Replay offers a single unified recording solution that can be used across multi-sites and home workers, from fixed line to mobile. It offers a range of search and retrieval options, such as the date the call was made, the outbound call number used, the inbound call number and call duration.

It protects you and your business

If you are making contact with your customers over the phone, providing advice or simply for training and quality control purposes a call recording on which you can rely is invaluable. Increasingly call recordings are being used as evidence of an agreement. Our Replay product can also help your business meet compliance with the Financial Services Authority (FSA) regulations to protect sensitive information.

Offers peace of mind

As the recorded data is automatically backed-up at a network level and held at multiple locations, your data is safe and secure. You can store your recordings indefinitely or for a pre-defined period.

It's efficient

You can search for and retrieve recorded calls within seconds and with no capital purchase requirements it offers a benefit from a cash-flow perspective. Furthermore, you don't pay to retrieve call information or incur any ongoing maintenance costs. It also has the ability to handle thousands of calls being simultaneously

Easy Access to Recorded Calls

Playback and Download

Replay Statistics

Customise Search Criteria