

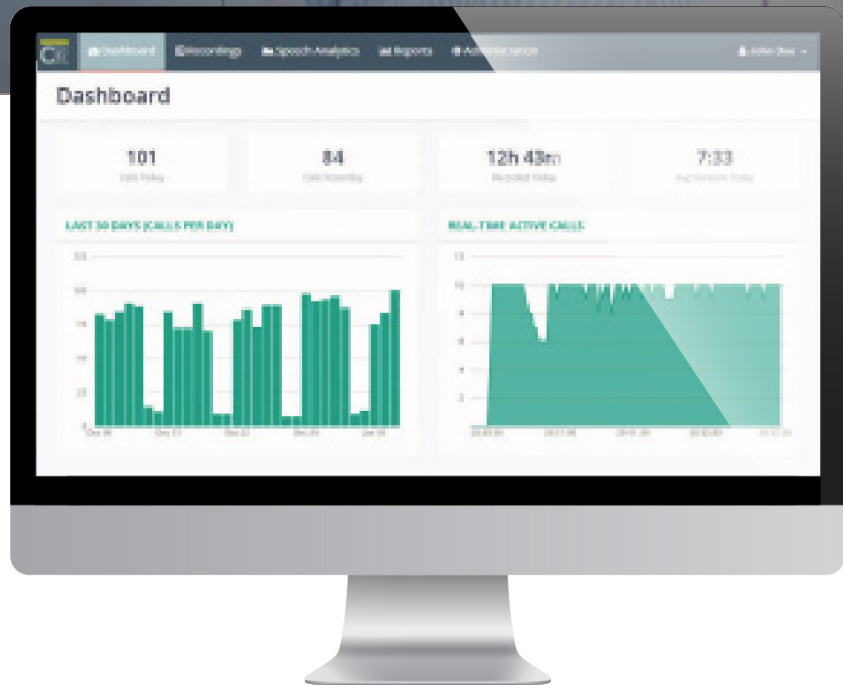
MOMENTUM

# CALL RECORDING

Stay informed and  
*make data-driven decisions*

Real-world intelligence to make better decisions and manage more effectively.

Companies rely on Momentum Call Recording to optimize business processes, resolve customer disputes, comply with regulatory requirements, and increase productivity. With advanced functionality including call recording, live monitoring, reporting, and transcription and speech analytics you will be up to date on mission-critical data.



## BENEFITS

- **Increase Productivity** – Increase customer service agent and supervisor productivity with easy-to-use features
- **Enhanced Efficiency** – Step up your operational efficiency
- **Dispute Resolution** – Empower your agents and supervisors to resolve disputes quickly
- **Security** – Rely on Momentum’s proven cloud voice network to secure your calls
- **Improve Intelligence** – Gain insight into marketing and business intelligence with reporting and analytics for recorded calls
- **Customer Satisfaction** – Improve your customers’ experience with every interaction and increase first contact resolution

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## WEB-BASED USER INTERFACE

Access call recordings anytime, anywhere with Momentum's intuitive, user-friendly call reporting portal no desktop software required.

## INTUITIVE CALL SEARCH AND PLAYBACK

Search millions of calls by any parameter, quickly and easily - e.g., date, time, caller/callee number, agent's name – or simply type in a search term. Playback is available right in the browser window.

## MULTIPLE RECORDING OPTIONS

Record all calls automatically or select other on-demand\* recording that may be initiated directly from your desk set phone menu or other call control software\*\*.

\*Based on tenant Admin settings.

\*\*Additional software and charges apply

## LOOK BACK TECHNOLOGY

Record conversations from the very beginning, even with calls that are already in progress. With Momentum's Look Back feature, you won't miss a single word.

## CENTRALIZED MULTI-SITE CALL RECORDING

Record calls made to and from multiple locations/branches.

## BROAD COMPATIBILITY

Get the most widely compatible call-recording solution available anywhere. Momentum's Call Recording is compatible with leading equipment vendors, ensuring interoperability with virtually any end point.

## INDUSTRY-LEADING SCALABILITY

Momentum Call Recording easily scales from a few phones to thousands offering industry-leading performance and reliability.

## LIVE MONITORING

Monitor employees' calls in real-time to guide and support agents to deliver an optimized customer experience.

## COMPLIANCE

Momentum helps companies to comply with legal requirements such as PCI-DSS and HIPAA.

## PAUSE/RESUME RECORDING

Pause and resume a call recording in process to omit sensitive data, such as cardholder or personal information.

## ENCRYPTION AND ADVANCED SECURITY

Ensure the highest security standards with Momentum's 256-bit AES file encryption and secure access to call recordings via SSL/HTTPS connection.

## EXTENDABLE RETENTION PERIOD

Need your recordings stored for a longer period of time? Choose a call recording retention that meets your needs\*

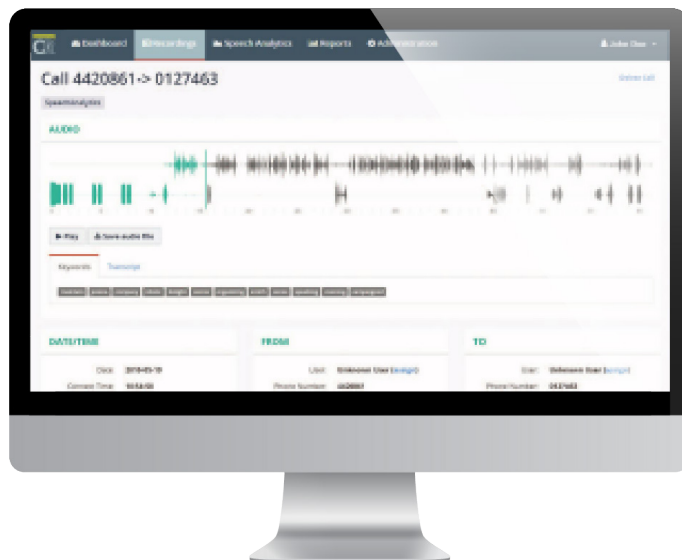
\*Based on tenant Settings; Additional charges may apply

## AUDIT LOG

Monitor sensitive information with Audit Log to ensure maximum security and comply with HIPAA and other legal requirements.

## ENHANCED SEARCH

Search quickly for any keyword or phrase in interactions.



## EASY CALL RETRIEVAL

Retrieve and playback recorded calls by any associated keyword.

## FULLY INTEGRATED WITH MOMENTUM'S WHITE-GLOVE EXPERIENCE

Enable automation of processes via integration with Momentum's Quality Assurance and Performance Management.

## REPORTING

With Momentum's comprehensive reporting features, generate statistics for calls, days, groups, users, agents' performance, and more.

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