

# clear cloud CALL RECORDING



## ***Enhanced and Enterprise Call Recording for clear cloud UNISON and ACCESS Solutions!***

*Call Recording for Training and Liability Insures Internal and Regulatory Compliances, While Increasing Revenues and Exceeding Your Competition.*

### **Record All Calls**

Record 100% of Inbound and Outbound calls in order to maximize training for your staff and insure no 'mission-critical' call is ever missed.

### **Record On Demand**

Record On Demand assists with urgent calls that may need to be referenced at a later date. Record conference calls, calls with follow-up tasks, and any other call to further assist with your business success and compliance adherence.

### **Random Recording**

Randomly record your contact center calls to insure equality with your agents while maximizing ultimate business techniques throughout the group. Random call recording is excellent with the optional Agent Scoring and Reporting.

### **Simple Search-and-Play**

Search for Agent or Group calls based on a number of criteria in order to quickly identify remedies for problem resolution, or agent/group productivity enhancements.

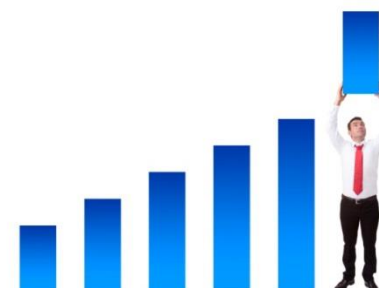
### **Record and Playback Entire Call Experience**

Calls that are answered and transferred may be played back in a single audio file in order to obtain the customer's complete experience.

### **Optional Screen Capture and Agent Scoring/Reporting**

Along with the playback of recorded calls, Evaluation Forms may be built in order to score recorded calls and report/compare statistics.

Additionally, the user's PC screen may be recorded along with the conversation in order to determine the ultimate training for individuals and groups.



# DESIGN

The **Affiliated ComNet Sales and Engineering Teams** offer Traffic Analysis, LAN/WAN Assessment, Solution Design, Project Management/Planning, ROI & TCO Analysis, and more....

# DEPLOY

The **Affiliated ComNet Engineering and Deployment Teams** provide Single- and Multi-Office Design and Project Management Implementation and Installation, Logistics and Procurement Integration, Wiring/Cabling, Configuration/Customization, Training Services, and more...

# SUPPORT

The **Affiliated ComNet Deployment and Support Teams** continually Monitor, Maintain and Update the clear cloud Network, in addition to delivering Warranty, Help Desk, Converged Billing, and more...

*Identify and Exploit Growth and Competitive Business Intelligence!*

*Survivable Business Lines During Power or Network Outages!*



The screenshot shows a software interface for call recording. At the top, there's a search bar and a 'Call Log' button. Below that is a table with columns for 'Call #', 'Tag', 'Number', 'Name', 'Received Date/Time', 'Length', 'Origin', 'Caller ID', and 'Number Dialed'. The table contains several rows of call data. Below the table is a 'Call Info' section with 'Status' set to 'Ready' and 'Elapsed Time' and 'Real Time' fields. There are also buttons for 'Start', 'Cancel', and 'Show Lines'. At the bottom, there's a 'Re-Build Scenario' dropdown and a 'Sequential' checkbox.

Call #	Tag	Number	Name	Received Date/Time	Length	Origin	Caller ID	Number Dialed
51		107	Tim Reaser	5/27/2015 11:09:44	00:00:06	N/A	N/A	N/A
52		109	Chris Riggbach	5/27/2015 11:09:44	00:00:06	N/A	N/A	N/A
53		111	Amy Ortega	5/27/2015 11:09:44	00:00:06	N/A	N/A	N/A
54		113	Shari Aguilo	5/27/2015 11:09:44	00:00:06	N/A	N/A	N/A

## Enhanced Call Recording (Great for Individuals)

Enables Users to Search and View Calls Recorded from Their Phone

## Enterprise Call Recording (Great for the Office or Enterprise)

Enables Supervisors or Agents to Search and Play Back Recorded Calls from within a Group, Office, or the Entire Enterprise.

- Record All Calls
- Record On Demand
- Randomly Record Calls
- Record Calls Based on Pre-Determined Criteria
- Simple Search-and-Play Based On Single or Multiple Criteria
- Tie Multiple Recordings Together as One to Obtain the *Customer Experience*
- Tag Calls for Quick Future Reference
- Save Call Recordings for Agent Training
- Identify Top Trends and Methods
- Insure Compliance Adherence
- ...and MORE!

*Optional Call Recording, Screen Capture, Agent Scoring, AND MORE!*

- ACCESSIBILITY
- SURVIVABILITY
- RESILIENCY
- SIMPLICITY
- QUALITY
- AVAILABILITY
- FLEXIBILITY
- SCALABILITY
- AFFORDABILITY

Since 1984, Affiliated Communications has been providing high quality telephony services for enterprise customers with thousands of phones and multiple locations, small customers with only a few phones at one location, and customers with a wide variety of requirements in between. Affiliated Communications solutions and personnel are dedicated to helping customers shorten time-to-market while achieving a competitive advantage in their unique market segment. Affiliated Communications brings together experienced professionals, partners, programmers and technicians to assist our customers so that they can improve their business performance. Our combination of the latest technology solutions, technical expertise, and professional project management is second to none.