

White Paper On
How To Record Telephone Conversations

Why record your calls?

Many companies in today's environment of 'instant solutions' are conducting as much as 75% of their business over the telephone, from product enquiries, financial transactions, order information to customer service information.

In every situation there are advantages of recording these conversations.

Voice Recording allows companies and organisations to record, and replay all telephone calls. This allows you to verify important call information, or improve customer service through better employee awareness and management.

Types of Solutions

Trunk Side Recording

A cost effective method of recording, and simple to deploy.

Connected across the lines into the switch, all inbound and outbound calls will be recorded. The information stored with the calls is limited, but a total recording solution is provided.

Agent Side

Provides information in the call records to simplify the searching of calls. Every extension that needs to be recorded must be connected to the recorder.

Connected directly to the extensions, all calls made to and from a particular line will be recorded. Data stored with the calls will differ dependent on the type of technology used. The basic method will have time, date and extension number, but the latest technology decodes information from the phones and allows other relevant information to be stored with the call. Calling number, Dialed number, Agent name etc are all possible.

Computer Telephony Integration (CTI)

The additional information provided enables fast and efficient retrieval of recordings when they are required.

This method can be used with any of the above solutions and provides control of recording as well as allowing a greater flow of information from the switch to the call database - such as Agent name, Extension number, CLI, Dialed number, DDI, as well as all the normal date and time information. Only designated extensions will be recorded.

Integrated Recording

Ideal for training and evaluation purposes, or when only a small percentage of extensions need to be recorded. Very cost effective solution.

This method of recording is ideal where a switch allows you to connect directly, and controls which extensions are going to be recorded by conferencing them in with the recorder. Once again the CTI link is required and the system offers all the benefits of both Trunk and Agent side recording. Simple menus allow you to choose which extensions are to be recorded.

To complement the various recording solutions you can obtain Selective and Scheduled recording modules. Rather than recording all your calls, this allows you to set up rules for recording agents (for example, I want to record 10% of John's incoming calls on a Monday, Wednesday and Friday).

IP Recording

A Software based solution that utilises standard servers and storage facilities to offer internal management and administrative functionality, also referred to as VoIP or SIP recording.

VoIP calls travel digitally on computer networks rather than telecom cables, VoIP recording is done by tapping into the computer network rather than phone lines. Usually this is done by connecting to a router, switch, hub on the network, or through the PC attached to the VoIP phone.

Screen Recording

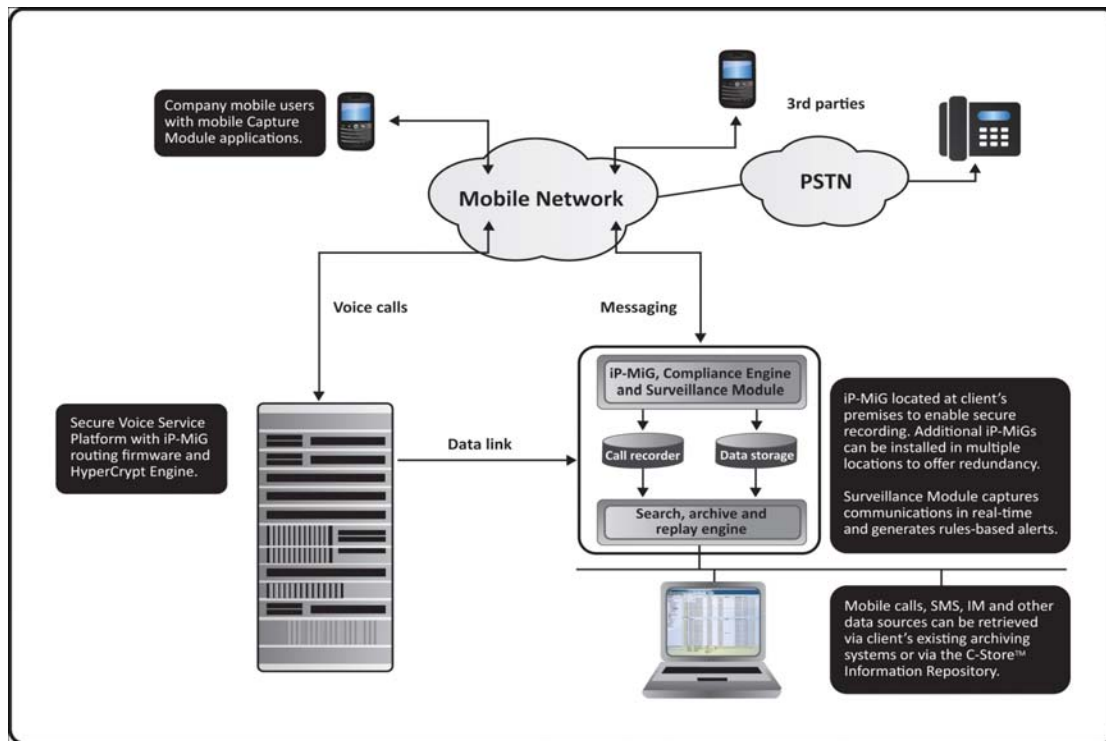
Recording pc screen activity, simultaneously with the telephone call recording.

A **screenshot**, **screen capture**, or **screen dump** is an image taken by the computer to record the visible items displayed on the monitor, television, or another visual output device. Usually this is a digital image taken by the host operating system or software running on the computer device, but it can also be a capture made by a device intercepting the video output of the display (such as a DVR).

Screenshots, screen dumps, or screen captures can be used to demonstrate a program, a particular problem a user might be having or generally when display output needs to be shown to others or archived, or to simply show off what you do on your computer to others. When used simultaneously with the telephone call recordings an impartial, holistic real time event can be replayed in full. This is used for training, customer complaint resolution, best practice and accuracy of performance review.

Mobile Phone Recording

The ability to record mobile phones, SMS, messaging, Bloomberg and facebook.



Mobile recording is not just about recording voice calls or even SMS, it's about the capture of desk based communications which have been extended to mobile devices for example Instant Messaging, corporate email and webmail. All of these tools are now being used to conduct business via mobiles and as such, fall into the same category as the recording of office based communications.

About ComputerTel

ComputerTel is a well established Telecommunications Company specialising in the supply of Call Recording and Quality Monitoring solutions, as well as Speech Analytics, PC Screen Recording and Work Force Management solutions. All these systems have been designed to improve call quality and productivity within the Contact Centre and Service Industry market.

During ComputerTel's 21 year existence, the company has continued to develop and grow, winning several awards on the way. Having mainly started as a supplier to the financial markets, where recording of telephone calls is essential, the company has successfully expanded into the Contact Centre and Service Industry serving nearly 300 customers, many well known, such as National Express, lastminute.com, Epson, Hillary's Blinds, South African Airways to name but a few. They also work with leading resellers to provide tailored, suitable and cost effective recording and quality monitoring solutions to companies and institutions who rely on the telephone to conduct business.

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