



# Wholesale Hosted Communications Voice Recording

Improving business and boosting productivity with WHC Voice Recording

With Wholesale Hosted Communications (WHC) you can give your customers the flexibility they need to meet the demands of being an agile business. And WHC Voice Recording can help.

Customers can stay in control, better support their employees and provide a better customer experience. It's an added feature that will help improve business for both you and your customers.

## How it benefits you

- Increase your average return per user (ARPU) and decrease churn to give you further costs savings.
- Stand out against the competition.
- Tight integration between WHC and business systems.
- Ability to record on SIP Trunks, Centrex and UC clients.
- No development costs.

- Help your customers meet compliance standards.
- Includes value added features for up-sell and cross-sell.

Now that you've seen how WHC Voice Recording can help you, take a look at the many functional benefits your customers stand to gain.

# Wholesale Hosted Communications (WHC) Voice Recording

## Stay in complete control

### Personal dashboard

Customers can stay in control by viewing key information directly from a personalised dashboard, including stats on calls by category, frequent callers, calls by location, and agent summaries.

### Keep a record

Calls can be downloaded or sent via email. They can even be scheduled to download automatically so customers can stay on top of all-important calls.

### Make a note

Calls can be played back and markers placed with comments to direct attention to key parts of the conversation.

### Own your catalogue

Catalogue calls with user-defined categories and associate them with recorded calls. That way, a user can always find what they need quickly.

## Support employees

### Training time

Real calls can be used to train and coach employees. New staff can get clued up by listening to calls from experienced team members.

### Listen in

Calls can be monitored with just a couple of seconds delay. This is helpful for staff that need support during a call, or for line managers to listen back and review calls.

### Staff protection

Staff will feel safer as they'll tell the person on the other end of the line that the call is being recorded, so there's more chance of them remaining civil.

## Improving the customer experience

### Clear the air

Misunderstandings between customers and staff happen. Now customers can avoid prolonged disputes. Calls can be played back to hear exactly what's been agreed. Project managers can record calls so they can provide copies and notes and key actions can be made so nothing's forgotten.

### Stay alert

Setting up alerts can be handy when a call comes in from a specific number, or is going to a specific employee.

### CRM integration

Allows customers to upload recorded files to contacts within SugarCRM or Salesforce. That way, they can see all their interactions in one place and be confident that they're delivering a great customer service tailored to each individual.

## Show them you care

With WHC Voice Recording you can show your customers that you put safety and compliance high on the agenda. Not only will they be filled with confidence, but they'll be blown away by the added functionality WHC Voice Recording has to offer and how it'll help their business.

To add Voice Recording to your WHC estate, get in touch with your account manager.

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Speak to your account manager for more information.

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## Offices Worldwide

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