



Harness the power of cloud-ready call recording

# Call Recording

## AS-A-SERVICE SOLUTION FOR CALL QUALITY MANAGEMENT & COMPLIANCE

If your company makes and takes calls from customers, suppliers or partners, or if you have a call center, then call recording is a must. Most importantly, it can help you comply with regulatory requirements, but it's also useful for training, ensuring quality and, if needed, resolving disputes.

### CALL RECORDING BENEFITS

- Enhance the productivity of your employees
- Improve the efficiency of your communications
- Boost the effectiveness of your sales processes
- Increase your marketing and business intelligence
- Resolve disputes quickly with proof of the conversation
- Comply with legal and regulatory requirements
- Minimize liability by identifying and correcting problem areas or agents

### TAP CLOUD'S ADVANTAGES FOR YOUR BUSINESS

Uniquely, our call recording solution is cloud-based and delivered "as a service," so you get an enterprise-grade platform that's highly reliable, scalable, secure and available immediately on a subscription basis.

- **No Equipment to Buy**  
Leverage our enterprise-class call recording platform, located in our secure data center, with no need to add any hardware on site.
- **Pay as You Go**  
There's no upfront capital investment required, you pay for the call recording services you need as a monthly subscription.
- **Scale Easily**  
Our cloud-based system can quickly and easily scale to thousands of users across distributed locations.
- **Offload Management**  
There's no need for you to administer and manage the call recording system; our expert engineers do it for you 24/7/365.
- **Ensure Privacy**  
We offer multilevel access control and partition multitenant resources to ensure data protection and customer privacy.
- **Support Virtual Workers**  
Our cloud platform is accessible to remote and mobile workers who have an Internet connection.



