

Hosted Call Recording

SOLUTION OVERVIEW

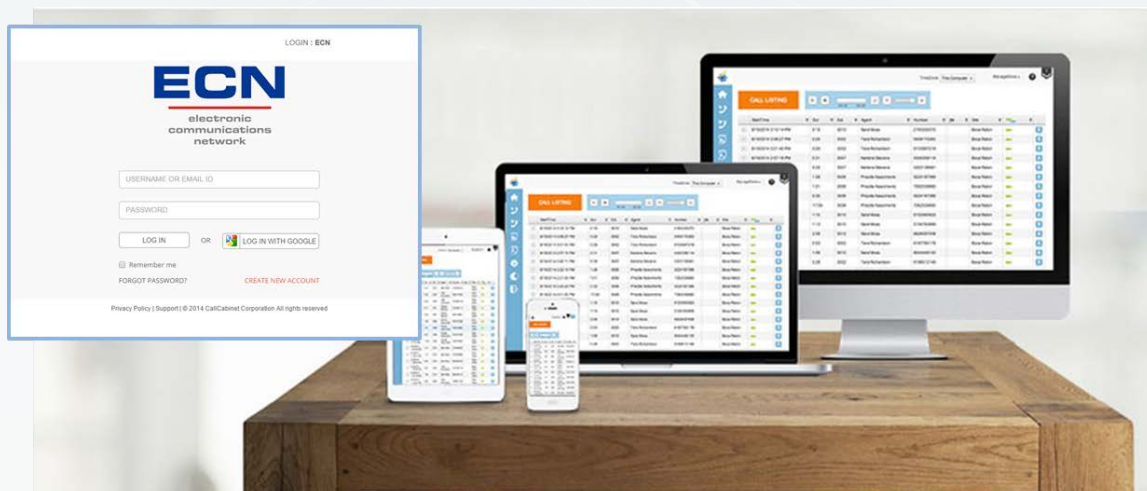
ECN in partnership with Call Cabinet offer a cutting edge hosted call recording service. This secure voice logging and call recording solution is South Africa's 1st cloud based, compliant product. Whether you need to record calls for staff training, dispute resolution, compliance or security reasons, our logger will allow unlimited storage of your calls and other sensitive data without the need for any additional hardware.

All recordings are 100% compliant and are individually secured and encrypted at source with a rotating encryption methodology. Whether you have a single location with five extensions or a nationwide infrastructure with multiple branches and extensive calls, this solution can be tailored to your business. The service also supports multiple time zones, multiple recording locations and has the ability to sort and locate your calls within seconds.

FEATURES & BENEFITS

- ▶ Fully compliant with FICA, FAIS, POPI and CPA
- ▶ Requires no additional hardware to be installed
- ▶ All calls securely recorded with 256 bit AES encryption
- ▶ Access and playback via a web browser
- ▶ Fully redundant and backed up
- ▶ Access and playback via a web browser
- ▶ Web based HTML5 architecture
- ▶ 99.99% availability and on-demand recording
- ▶ Cloud storage
- ▶ Mobile compatibility
- ▶ Multi-site support
- ▶ Unlimited growth and scalability

SCREENSHOTS



Contact us by either calling or sending a mail to our sales department for more information.

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