



Station side recording

Station side units intelligently monitors and records phone calls. Selective recording options allow you to determine which calls or who will be recorded. Randomly record conversations, for training, quality assurance, order taking etc... Random recording patterns can also be set to record a certain percentage of calls or calls occurring during a specific time of day. Inbound, Outbound, Intercom calls, Digital or Analog trunks it doesn't matter with Station side recording. Replay feature provides a user-friendly way to search for specific calls and listen to the recordings. Calls can be sorted and filtered by any criteria collected by date, time, Caller ID, extension and many others. In some cases with **call reporting software** the integration can be so tight that you can view an agent's call history and click on that call, it will automatically find and bring up the conversation !

Station Side Advantages & Recording Features

Selective Recording:	Record specific or random extensions, users, groups of extensions, or every extension. Can be changed on the fly by the administrator any time.
Replay:	Sort and play back recorded calls from any computer on the network
Flexible Storage:	Easily transfer call recordings from server to CD, DVD or DAT (digital audio tape)

Sound Investment

Station Side Recording is a valuable investment for your company's telecommunication system. Service-oriented businesses such as financial, telemarketing, insurance, brokerage and medical utilize Station side recording where information is extremely sensitive, opinions or advice is provided, or financial transactions are conducted. Auto Call Record's intelligent call recording and playback capabilities make it an important business tool for training, documenting, and managing communication in the workplace.

There are several factors that determine which type of recording is best for your company.

- 1) Number of lines verse number of stations to be recorded?
- 2) How many calls are to be recorded at once?
- 3) What the recordings are used for?
- 4) How you plan on using the recordings?
- 5) What your plan is on archiving the recordings?
- 6) Do you need or want to record intercom calls?
- 7) The laws in your state also need to be addressed?
- 8) What are your current needs and what are the future needs?
- 9) A few others questions need to be asked for more information please e-mail us info@glvoice.com