



Trunk Side Recording

Communications with customers, vendors and employees are the lifeline of many organizations and incorrect orders and misinterpreted conversations pose significant challenges. With a Trunk side recording unit in place , Digital Interface (T-1),Analog trunk calls are recorded from start to finish or "cradle to grave" and stored to provide easy searching and listening to calls at a latter date. Every call or just specific calls can be recorded in their entirety, which means you can listen to what callers said, even when they were on hold or leaving voicemail messages. In some cases with a **call reporting software** in place ,the integration can be so tight that you can view an agent's call record and click on that call, it will automatically find and bring up the conversation!

Advantages and Features of trunk side recording

Cradle to Grave:	Capture every moment of the call, even while the caller is on hold
Look-Back Feature:	Records an entire conversation, even if the recording was initiated after the call began. The conversation is recorded but not saved until an event or action happens
After-Call Actions:	Actions can be taken after a call ends including sending an e-mail or instant text message or launching another program to take some action
Selective Recording:	Record specific or random extensions, trunks, groups of extensions, or every extension

Good Customer Service vs. Bottom Line Results

Trunk side recording can help improve the quality of your business operations including training, quality control, and customer service. With Trunk side recording at work, your company will be in a better position to retain its most valuable customers, reduce liability, and increase customer satisfaction all of which benefits the most important factor, your company's bottom line.

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 need to be addressed?
- 8) What are your current needs and what are the future needs?
- 9) A few other questions need to be asked for more information please e-mail us info@glvoice.com