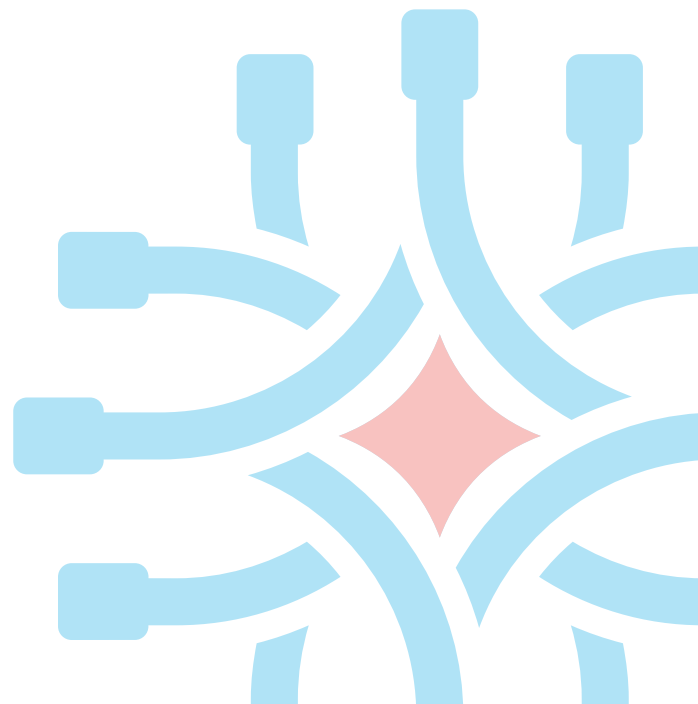




**Call Recording**



# Reliable, Secure Call Recording



A better banking experience for your customers



BITS Call Recording solution provides on-demand recording, easily tailored to support service excellence, policy adherence, and regulatory compliance. Recordings enable staff to resolve disputes quickly, support legal defense, and mine fresh business intelligence.

## Flexible Recording

Record 100% of calls, by business, and compliance rules, and on-demand. Supervisors may monitor live calls and record any call from its start. If a caller is transferred, the recorded call segments are merged to support service quality.

## Easy Search and Retrieval

Review call recordings to discover new ways to improve customer satisfaction and agent work activity. Easily retrieve stored recordings and pinpoint specific calls with intuitive searching. Use call metadata associated with customer information, such as account numbers, to make finding recordings easy.

## Protect Customer Data

Protect calls while recording and when stored with AES 256-bit encryption and with SSL encryption during transmission across networks. Strongest access security features protect customers from unauthorized access.

## Compliance Recording

Pause and resume recording to protect sensitive customer data and facilitate data security requirements.

## Monitor Policy Adherence

Live monitoring of performance is useful in coaching trainees and observing skilled agents, fine-tuning workflow processes, and spot-checking adherence. Team monitoring enables honing team skills, improving workflow, and guiding agents through complex tasks.

## Easy Administration

Administrators assign customizable user roles via streamlined log on. User accounts are assigned one or more customizable roles that define the software user's system feature and resource access.

Contact us today to find out more about our Call Recording Solution.



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