



# MiCloud Connect Call Recording

## Search your call recordings archive with ease

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### Stay Compliant and Deliver Top-Notch Customer Service

The ability to record and play back calls is critical to any business with a sales and service focus. That's why MiCloud Connect delivers an easy call recording solution to enhance training and ensure compliance. MiCloud Connect's call recording gives subscribers the ability to record phone calls and retrieve the recording via a web interface. All calls can be automatically recorded or configured it for selective use.

#### Use Cases

##### **BUSINESS**

Users often want to review conversations to ensure they have captured relevant information from the call. Call recording is an easy way to look back for conference call participant names or pass recordings for transcription to text services.

##### **SALES**

Sales people need to review calls immediately or append to a CRM for future reference. The call recording is delivered in a .WAV format and can easily be added to a task or a record in a CRM system.

##### **TRAINING**

Recorded calls can be used to review an employee's performance in conducting a call, providing feedback and identifying what works well.

##### **CALL CENTERS**

Recording interactions with customers is an important tool for training and transaction verification. All calls can be recorded and reviewed to ensure compliance and improve customer satisfaction.

#### Benefits

- Simple web interface
- Search by name, number, date, call duration, time and more
- No additional equipment required

# Feature Overview

## Recording

Call recording can be enabled for all calls or initiated from the telephone station with push of a button and can also be paused during the recording. Users can capture the entire call even if recording is initiated after the call has started.

## Playback

Recordings appear in the user's web interface and can be searched with filters and downloaded. Playback uses any commercial media player like Windows Media Player or Apple QuickTime.

## Manage

The phone administrator manages the type of recording capability for each user on the system through an easy-to-use web interface. Users can be designated to have all calls recorded or given the capability to choose calls to be recorded from their telephone stations. All recordings can be managed for retrieval and storage. Call recording data records are accessible for searching and reporting.

# Get Started

MiCloud Connect's call recording is a subscription based service that can be added to any MiCloud Connect user's profile.