

ThreeSixty Call Recording

Exceptional business call recording for quality management, workforce optimisation & regulatory compliance

Call Recording is a common business VoIP feature that allows organisations to record inbound and outbound calls. Being able to store and review recorded calls is tremendously beneficial for quality, training, and regulatory purposes, and is thus of particular value to sales and support teams.

With technological advancements, customers of SMEs now expect enterprise-grade service and quality standards, yet budget and IT resources mean they are hard pressed to match those of larger companies. With Welltel ThreeSixty Call Recording, you have access to the same business call recording software and call center optimisation solutions as large companies, but at a price you can afford. Welltel make business call recording tools practical and easy to use, so you can improve service quality and productivity, helping you grow your businesses.

"We always knew that Call Recording was going to be mandatory for all financial institutions very soon. Thankfully the Welltel call recording facility was setup within hours & at a very competitive price with easy search and retrieve access to the records." - Tim Dooley, MD - Dooley Insurance Group

Take full control over your Call Recording costs and save your business thousands.

Welltel has a monthly service fee - others charge more than €10k set up plus unlimited, unknown additional costs.

What is the cost? To find out within 24 hours an exact cost of your Phone System, please email sales@welltel.ie or call +353 1 254 1800

CHALLENGES

- *Taking too long to get new talent trained up to speed*
- *Need to store recordings of all calls to meet industry regulations*
- *No evidence available to help sales reps resolve conflicts with clients*
- *Worried about having to pay expensive, variable costs for a call recording solution*
- *Unhappy with current, inefficient order fulfillment process*





Welltel ThreeSixty Call Recording	Benefits
<p>Digital recordings of ALL inbound and outbound calls</p>	<p>Ensure regulatory compliance is met - avoid penalties. Onboard new talent rapidly - ensure company best practices are followed Provide data for performance reviews Quality control - increase customer & employee satisfaction</p>
<p>Fast recording search capability</p>	<p>Protect your sales reps from conflicts & disputes. Reduce personal and corporate liability risk</p>
<p>Save, email or export recordings as secure, standard files</p>	<p>Improve order fulfillment process e.g. by emailing recorded calls to ordering department</p>
<p>Call recording as a service</p> <ul style="list-style-type: none"> ▪ No setup fees ▪ Monthly service package 	<p>Control your monthly spend, as opposed to many other vendors who demand high setup costs followed by other unknown, unlimited costs</p>
<p>Secure solution with easy implementation</p>	<p>Fast setup & upgrade times - ensure you have it when you need it</p>

About Welltel

Twice winners of Deloitte Fast 50 awards, Welltel has established itself as a leading provider of business communications solutions across cloud-based and on-premise Phone Systems, Voice over IP, ISP services and Unified Communications. Our company provides and manages these solutions to over 550 businesses across Ireland, Europe and the US. We collaborate with a number of leading hardware suppliers to ensure

your business is at the cutting-edge of communications technology. The company has built up a wealth of experience and technological expertise to help businesses increase productivity and reduce costs without having to compromise on quality.



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