

**record and store calls in the cloud**  
FOR JUST \$9.99/MONTH



# Call Recording

ALL THE FUNCTIONALITY YOU NEED  
AT A FRACTION OF THE PRICE

enTouch Call Recording is an easy-to-use system for recording and retrieving audio streams. It provides the flexibility you need by supporting Mobile, VoIP, and traditional voice capture. The web-based user interface provides features such as live call monitoring, recordings playback, extensive search and query capabilities, audit trail, and more. Easily monitor quality and remain PCI and HIPAA compliant, all for half what other companies charge!



## KEY BENEFITS

- ➔ **RELIABLE**  
Records and plays back all calls.
- ➔ **QUICK INSTALL**  
Can be installed in less than 30 minutes.
- ➔ **EASY QUALITY MONITORING**  
Offers multi-level, detailed reporting capabilities and ability to create custom coaching agreements based on performance goals.
- ➔ **FLEXIBLE**  
Records incoming and outgoing wireless, VoIP, and traditional voice calls.
- ➔ **COMPLIANT**  
Approved for use in PCI and HIPAA Compliant Solution.
- ➔ **ARCHIVABLE**  
Store records in multiple formats.

**enTouch**  
BUSINESS  
enPowered Fiber Solutions





***Install in just 30 minutes. Begin recording and playing back calls from the cloud in just an hour.***

## **GET THE MOST OUT OF YOUR BUSINESS**

Most companies share similar factors for success: customer service, risk management, compliance and operational performance. But you also have your own unique business needs—and your own budget.

enTouch Business Solutions offers the most affordable and customizable call recording software. It can help companies all over Houston deliver better service and improve employee performance and productivity, while managing risk and maintaining compliance. It costs about half the price of similar solutions, with no expensive equipment to monitor.

Our call recording system can be installed in just 30 minutes, with minimal implementation cost. Regardless of your company's size, you can begin recording and playing back customer calls within an hour.



Call today to find out how Call Recording can help your business:

**281.225.0593**

**entouchbusiness.net**

## **PCI AND HIPAA COMPLIANCE FEATURES**

### **PCI**

- Secure access to recordings
- Media encryption
- Secure access to web portal
- Authentication rules for user login
- Download/Export privilege can be revoked for classes of users
- Audio can be paused during sensitive events such as communicating credit card numbers

### **HIPAA**

- Control access by specific employees or groups
- Recording platforms interface with existing phone parameters without need for revision
- Files can be encrypted to prevent tampering
- Ability to alter or delete voice files is specifically assigned to an administrator

## **CALL RECORDING FEATURES**

- Customizable Call Tags
- Quality Monitoring
- Agent Evaluation
- Centralized Management and Remote Site Recording
- Record Wireless, VoIP, and Traditional Phone Calls
- 100% Secure Cloud Storage
- Cloud Storage for 6 Months
- Fully Archivable
- Mobile Phone Recording
- Audit Trail
- Installs Remotely in 30 Minutes
- Full-Featured Software
- Approved for Use in PCI and HIPAA Compliant Solution

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