

# Hosted Call Recording

Call Recording is crucial to your business for several reasons including: Security, Regulatory Compliance, Quality Control and Assurance, and Training. Lightpath recognizes how important these capabilities are to your business so we've made recording and monitoring calls simple and efficient.

Hosted Call Recording is now a part of the Lightpath Hosted Voice product suite, making this a complete communications management solution. With real-time monitoring, always on and selective recording, and cloud file storage, Hosted Call Recording has all the features you need.

## Hosted Call Recording benefits:

- Enhance productivity
- Improve operational efficiency and sales process
- Resolve disputes quickly
- Increase security
- Minimize liability
- Comply with legal requirements



## HOSTED CALL RECORDING

### Hosted Call Recording Features:

#### **Intuitive Call Search and Playback**

With playbacks available right in the browser window you can quickly and easily search millions of calls by any parameter.

#### **Call Tagging**

Easily search calls by organizing into categories using notes, tags or bookmarks.

#### **Flexible File Storage**

Along with the cloud storage included with the service, you can also schedule and manually backup your recordings, allowing you to retain recordings both locally and offsite for as long as you need.

#### **Always On and Selective Recording**

Allows users to select the inbound and outbound calls they want to record ahead of time.

#### **Privileged Access**

The security set-up tool allows administrators to assign monitoring, recording and playback rights to specified users.

#### **Real-Time Dashboard**

The Dashboard works in real-time to provide a down-to-the-minute snapshot of your recording system. View your calls-per-day, call duration, active calls, and even monitor who and when call recordings were accessed.