

CALL RECORDING ON MIVoice BUSINESS

Discover the benefits of Dimensions Call Recorder

Improve customer relationships and operating efficiencies by capturing valuable information from callers and internal business interactions.

Record, playback and search your voice conversations

Analysing business and customer interaction is more important than ever when trying to understand customer requirements, and can assist in gaining a competitive advantage by ensuring your organisation remains agile.

Investing in a Dimensions Call Recorder at any level provides features & benefits once considered to be only available in large complex contact centres.



Fact Verification

Once in command of the correct information, disputes can be resolved much faster, benefiting the customer and own efficiency.



Quality Control

Reviewing customer experience and improving employee performance is key to growth and customer retention.



Security

Keeping your caller's data safe when recording external or internal calls.



Regulatory Compliance

Regulations surrounding certain industries mean that calls must be recorded in order for the organisation to be legally compliant.



Efficiency

Developed with the user in mind, the Dimensions Call Recorder focuses on saving time for you and your staff, providing instant access to a wide variety of users within your business, with minimal need for training.



Architecture

Solutions that use industry standard technology, that support a variety of telephony interfaces and ensure your data is backed up and secure.



Integrated Solutions

Get the most out of a recording solution by integrating features into client side and server side systems.

Features such as the tagging of recordings into your CRM database, network archiving and retrieval using sophisticated search and playback options are available in a secure environment that complies with the latest regulations and legislation.

Cost effective and scalable, Dimensions Call Recorders are designed to provide tailored solutions that will fit the profile of your specific business operations.

Best Wishes,

Dimensions Team