



It's time to spread the word  
Our solutions are the communications industry's  
best kept secret. Pass it on.

## Give your customers a voice

**Tollring Call Recording** is a stand alone (with optional integration) solution, which can record your ISDN30 trunks. By providing a complete management and call recording solution, which is contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

### Is it right for you?

Many types of organisations can benefit from using Tollring Call Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres/doctors surgeries and any FSA regulated company that is legally bound to record calls. However, call recording is vital for any organisation that is serious about:

- Resolving "who said what" disputes
- Telesales and marketing training
- Confirming quantities and specifications of an order
- Staff protection from abuse
- Litigation purposes, can be used in a UK court
- Monitoring staff performance
- Monitoring customer care.

### Why choose Tollring Call Recording?

#### Easy

- Industry best stereo playback – to enable easy recognition of caller and employee
- In-built archiving functionality
- Recordings can easily be e-mailed from the playback screens
- Multiple and extensive search criteria to find a call
- Recordings can be exported as WAV files
- A call is recorded all the way through its route – even if a caller is put on hold, transferred or in a queue – to provide a complete record of verbal transactions



### Comprehensive features:

- Stand alone (extension integration optional)
- ISDN30 call recording
- Encryption
- Simple agent evaluation
- Call tagging/notation
- Extension tagging
- Live dashboard with trunk/ddi info.
- Start/Stop and Pause using DTMF
- Includes 1 year support

Call ID	Call Name	Duration
464019	CMS Support	00:01:25
464019	CMS Support	00:01:45
464019	CMS Support	00:01:12
464019	CMS Support	00:01:11
464019	N/A	00:01:48
464019	N/A	00:01:48
464019	Shiv	00:02:07
478051	Unknown	00:00:10
478051	Unknown	00:00:46
464019	TMS Support	00:01:37
478051	Unknown	00:00:36
464019	TMS Support	00:02:29
464019	N/A	00:00:33
464019	N/A	00:00:29
464019	CMS Support	00:00:29
464019	N/A	00:00:37
464019	N/A	00:00:36
478052	Unknown	00:01:34
464019	Unknown	00:00:56
464019	Shiv	00:02:47
464019	N/A	00:00:58
464019	CMS Support	00:00:29

### Reporting on:

- DDI and trunk utilisation
- Most frequently dialled number
- Daily call analysis

### Flexible

- Easily scalable and cost effective, from just a few users to many hundreds

### Safe

- Storage and playback is protected using encryption
- Can report on expected hard disk usage, to manage archiving requirements.

### Is it legal?

Organisations ARE permitted to record their customers' calls, provided that they comply with the Privacy of Messages condition of two major telecoms class licenses: Self-Provision (SPL) and Telecommunication Services (TSL) licenses. The most fundamental requirement is that every reasonable effort is made to inform all parties to a telephone conversation that it may or will be recorded, silently monitored or intruded into. Ofcom also suggests that staff are given access to a telephone from which their calls will not be recorded.

For more information contact Sales on +44 1895 478 851 or sales@tollring.com

**TOLLRING**  
Complete Communications Management