iReCall™

Reliable, efficient, and compliant call recording for the modern business.

With so many businesses moving their software and data storage to the cloud, iReCall is today's solution for all your call-recording needs.

Compliance Assurance Meets Regulations

Fully Secure, Easily Accessible Data

The Latest Software - Always!

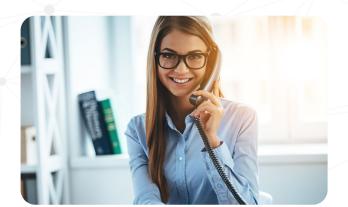**Agent Quality Management (AQM)**

Your reasons for switching to iReCall are clear.

Compliance Assurance Meets **Regulations**

iReCall conforms to the provisions of the Electronic Communications and Transactions (ECT) Act, ensuring it meets the strictest possible security requirements within best business practice. It is a secure black box environment that uses various methods to encrypt data.

Fully Secure, **Easily Accessible Data**

Storing and safeguarding your call recording data is a worry of the past. Calls are captured and then automatically uploaded to our cloud-based server either in real-time, or according to scheduled times as you prefer. You have 24/7 access to your call recordings, which we secure in the cloud for 5 years.

The Latest Software - **Always!**

iReCall is offered as Software as a Service (SaaS), therefore, you need never worry about paying for another upgrade. We ensure that you will have access to the most current version of the iReCall software at all times.

Agent Quality Management **(AQM)**

iReCall includes the facility to create custom templates that can be used to store the service and performance data of individual agents. The AQM feature also allows for the random selection of recordings to be marked for scoring. This ensures compliance with the requirements of your HR department, while an additional range of included reporting tools enables you to track and compare agent performance.

iRECALL **AT-A-GLANCE**

Power-packed with a wide range of features and capabilities, iReCall gives you all the tools you need to manage your call recording needs with exceptional ease. Our software has been designed to help you maximise both productivity and standards of service in your business.

COMPLIANCE
Extensive. Current.

- Full compliance with all current legislation, including preventing the removal of certain information from recordings.
- Compliant with POPI, FICA, FAIS, SOX, PCI DSS, NCA and CPA requirements.
- 3rd party integration comes standard at no additional cost.

RECORDING
Flexible. Intuitive.

- Calls captured anywhere with any PABX.
- Flexibility in recording method topology (PRI, BRI, Analog, VoIP Trunks, plus Analog, Digital & VoIP Extensions).
- Channels multiple recording method combinations into a single iReCall account.

SEARCH & PLAYBACK
Efficient. Powerful.

- Quick and easy retrieval of calls for immediate query resolution.
- Time-scale display timeline with efficient playback capabilities.
- No 3rd party plugins needed to search and listen to calls.
- Call recordings and reports are easily accessible via any device.
- Access call recordings and reports via any device.
- Enhanced search functions including Call Type, Number of Tags and Number of AQM Templates completed.
- Powerful, multi-level search, tagging and in-line note capabilities.

TEAM MANAGEMENT
Customised. Advanced.

- Unlimited, multi-level supervisor access at no additional cost.
- Individualised supervisor permissions for AQM, audit trails, dashboards, diagrams, additional modules, recording search, recording playback and more.
- Infinite groups and supervisor structures with multi-way group access for easy team management.
- Automated group structure diagrams for group supervisor and agent allocation.
- Custom AQM Template, questionnaire setup and easy sharing.
- Advanced Agent Status Review utilities.
- Multiple interface themes for a personalised experience.

TECHNICAL MANAGEMENT
Straightforward. Proactive.

- Hassle-free installation.
- Comprehensive online supervisor training.
- Ongoing software updates.
- Automated system health checks.
- Automated software health-checks and error reporting for proactive software management and resolution.

INTELLIGENCE & REPORTING
Comprehensive. Efficient.

- Flexible, comprehensive reports and statistics on all call recordings.
- Reports and statistics available per user, extension or telephone number.
- Analysis and automated report generation.
- Quick, automated reports via secure email.
- Advanced supervisor auto-logout feature.

DATA STORAGE
Secure. Accessible.

- Cloud-based storage and data backup.
- Efficient and safe recording data conversions, storage and access.

ITEC
QUALITY PEOPLE, SMART TECHNOLOGY SOLUTIONS

iReCall