



# Hosted Call Recording

Our range of Hosted Call Recording products offer cost effective and scalable solutions which can create new revenue opportunities for Partners. They can also be used to aid compliance with the Payment Card Industry Data Security Standard (PCI DSS) using our stop/start technology. These are carrier-class solutions which can help prevent fraud, improve staff training and customer service. All with minimum cost, effort and disruption to your customer's business.

## Ideal for:



Businesses that make contact with customers over the phone



Organisations that must comply with the Financial Services Authority (FSA) regulations to protect sensitive data



Companies that take payments over the phone and must comply with PCI DSS



Businesses that use third parties to answer/make calls on their behalf who need to provide recording for compliance

## Automatic recording

Hosted Call Recording is a safe and secure way to record inbound and outbound calls. Recording begins automatically when the call is answered and terminates when the call clears. The customer controlled stop/start feature allows agents to suspend recording when payment details are being taken to help meet PCI compliance.

[talktalkbusiness.co.uk/partners](http://talktalkbusiness.co.uk/partners)

0800 954 0764

Lines are open Mon-Fri 9am-5pm

# How will our Hosted Call Recording solution benefit you and your customers?

## About TalkTalk Business

TalkTalk Business is one of the UK's fastest growing B2B telecoms providers, offering a full range of business-grade communications products and services, spanning internet access, data, voice and mobile. Our mission is to deliver what matters most to our 180,000+ business and public sector customers, and 800+ Partners, through consistently reliable, easy-to-use, innovative, great value solutions.

TalkTalk Business is truly innovative, looking for ways to disrupt the market and deliver value back to our customers. Following an investment of over £600m, we operate one of Britain's largest Next Generation Networks, with 95% coverage across the UK and more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years' experience providing support to customers - from national retailers to sole traders - and with future-proof, scalable technology, and standout service, TalkTalk Business aims to empower you to connect to the things that matter most: your customers, your employees and your suppliers.

## Dual-Tone Multi-Frequency (DTMF) filter

Our network-based filter solution is an optional feature to our HCR products that ensures any DTMF signals which are sent once the call is answered (and might contain sensitive card data) are removed from call recordings.

## PCI DSS compliance

Our optional Stop/Start control feature can be used to aid compliance with the Payment Card Industry Data Security Standard (PCI DSS).

It has been independently tested by our Qualified Security Assessors.

## Agent performance

Automatic call recording eliminates human error and recording can be used to help train new staff using real-life examples. Hosted Call Recording also aids agent performance through call scoring and improves customer service.

## Easy to set up and manage

A hosted solution with no capital expenditure or ongoing maintenance costs, Hosted Call Recording is a fully managed and maintained, pay as you go solution. It can be adopted per number within the business or enterprise wide. All call recordings can be played back, downloaded and deleted at the click of a mouse through a simple and secure web interface.

## Flexible and scalable

Highly scalable with no limits or line restrictions, Hosted Call Recording supports changing business requirements. Businesses can request as many user accounts as they require, for as many people as they need. Storage is unlimited and the duration can be set to meet your individual requirements. Storage is free for 28 days with competitive, volume-based rates thereafter.

## Highly secure

Call recordings are stored in multiple locations making this a highly resilient solution, and avoiding the need for on-site equipment.

## New Revenue Opportunities

Hosted Call Recording can be used to create new revenue opportunities for partners including set-up fees, higher call rates and charges for call recording storage.

Get in touch and see how we can transform your business

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