Call Recording

SEAMLESS. SECURE. COMPLIANT

Cloud-based Call Recording eliminates the need for on-site hardware and inflexible service contracts. Utilize audio interaction analysis, and quickly pull your entire organization into compliance.

Telesystem Call Recording

Whether calls need to be recorded for staff training, dispute resolution, compliance or security reasons, Telesystem provides complete flexibility and scalability without sacrificing affordability. Our solution integrates seamlessly with your Telesystem phone system and abides by global regulatory compliances.

Whether you have one location with five extensions or a nationwide infrastructure with multiple branches and millions of calls, our compliant call recording solution can do the job.

Integrated Call Recording

Easily connect your Telesystem phone system to the call recording service for one or all lines. No additional hardware necessary. Securely capture and store all calls made from your desk phone or phone apps.

Compliant, Secure + Redundant

One solution for all of your call recording needs to support global regulatory compliance with: HIPAA, GDPR, PCI DDS, MiFID II, DFA, MADII, ESMA, UK FCA, US FTC, SOC, FICA, POPI & FAIS - as well as redundancy and 256-Bit AES encryption. Analytics engine automatially detects and removes credit card, social security, phone numbers and more from recordings and transcripts.

Cost Savings

Fully run and stored in the cloud, providing flexibility and scalability while eliminating the cost and burden of traditional on-site hardware systems. All upgrades and maintenance are included in the service, which also helps to free up IT resources.

Pay-as-you-Grow Storage Options

Choose a storage plan that meets your business goals. Start with the basic 30-day storage option, or add easy-to-scale storage options that save recordings in the cloud indefinitely.

Maximum Speed + Throughput

Our call recording platform resides in a high-speed network of data centers, making it a true cloud technology, which can provide unlimited bandwidth and storage for our customers and partners to optimize their experience.

Communication Insights

Recorded calls can be automated for Caller Sentiment, Content, Communication Method and many other key performance indicators, allowing your organization to better understand your customer experience.

Toledo, Ohio | Philadelphia, Pennsylvania | 1.888.808.6111 | www.telesystem.us