

7 reasons why your company needs MyCalls Call Recorder

Check out these compelling business benefits of call recording for your business. MyCalls Call Recorder is a highly featured, cost-effective solution and an essential add-on to NEC's SV9100 & SL1100 communication platforms.



1

Improve your sales

- > **Ideal for evaluating and monitoring** your team's performance on the telephone
- > Enhance your teams' **customer service** techniques
- > **Generate measurable increases in sales** with a better customer experience

Improve your customer service levels

- > **An ideal training tool** enabling the sharing of selling techniques
- > Learn from the **best and worst examples**
- > Achieve **continuous improvements** with regular coaching sessions

2

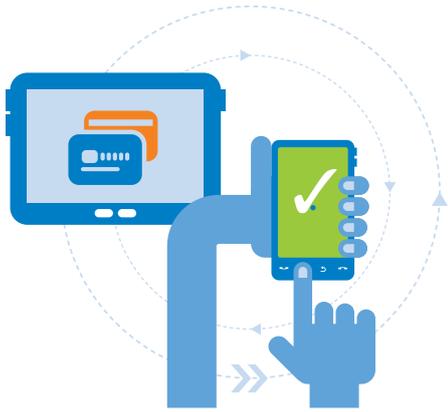


3

Instant evidence, legality & proof

- > Recordings are saved as **encrypted, tamper-proof files**
- > **Restricted access / user rights** for designated staff only
- > **Easily exportable data**; important sections of calls can be selected and shared via email





4

Compliance & credit card payments

- > Enables companies to be **compliant** if regulated by the FCA/FSA or Tesco Law
- > Enables companies that **process card payments over the phone** to be compliant with PCI regulations
- > PCI options can be either automated or manual for **stop/start of recording**

Painless dispute resolution

- > **Instant access to recording** with rapid call identification
- > **Easy replay of call** for quicker resolutions
- > Provides undeniable proof of **who said what**



5

Reduce faults & errors

- > **Order clarification** can be quickly checked and managed
- > Reduce **unnecessary** re-delivery costs, refunds, etc
- > Reduce wasted **time and money**



6

More than just a call recorder...

- > Includes **integrated call management**
- > **Improve business performance** across the board
- > **Live statistics** for easier team management

7



EMEA (Europe, Middle East, Africa)

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For further information please contact your local NEC representative or:

