



Do you need a Call Recording Service that provides you with service metrics ?

CallMyWay offers **Call Recording®**, a service that allows you to search your recorded audios through a web interface, listen and rate them.



BENEFITS

What and when to record

You decide what you want to record and when. The service is activated and deactivated for the extensions you want to record.



Security

For traceability and security purposes, a history of tags and downloads are stored.





FEATURES

CallMyWay® offers plans that include the **Call Recording®** service through an intuitive web interface that allows you to: search for a recorded call, listen to it, add comments and rate it.



Online storage

Our servers store call recording history, and related downloads online.



Service customization

Select the extension whose calls you need to record.



Immediate Availability

The recordings are available online immediately after the call ends.



Intuitive Platform

You can assign a comment and/or score to each call you listen to on our platform.

Commentary and call qualification

Type	Source	Endpoint	Date	Finished by	Origin	Destination	Duration	Size	Cost	Comment	Favorite	Rating	Audio	Disposition
Recordings	cmw	8376265 Teams Rolando	21-04-2022 10:46:30	Origen	40004000		34s	266.31KB	0.00	<u>Excellent customer service</u>	<input type="checkbox"/>	<input type="text"/>	Listen Download	
Recordings	cmw	Ext 45 Anthony	21-04-2022 10:46:07	Destino			3m20s	1,564.28KB	0.00	<u>Bad customer service</u>	<input type="checkbox"/>	<input type="text"/>	Listen Download	

Call search by filters.

You can easily select the call(s) you wish to listen to using filters in which you select: date, telephone extension and/or assigned tag or score.

Recording History

Home

End

Number

Favorite

Rating

Endpoint

Minimum duration (minutes)

Search criteria



BUSINESS MODEL



Fixed Configuration Charge

Includes the call recording service configuration charge for the telephone extensions of your interest. Charge per extension.



Monthly fixed charge

Includes the monthly charge of the call recording service for the telephone extensions of your interest. Charge per extension.

Note:

- ➔ You have the option to store the recorded calls in our servers or in your own servers.
- ➔ In case you prefer to back them up on your servers the monthly charge is differentiated.
- ➔ CallMyWay backs up your recorded calls for a period of typically 4 months or upon agreement. Additional charges may apply.

CUSTOMER SERVICE CENTER

sales@callmyway.com
www.callmyway.com



México +5255 4170 8422
Chile +56 227609072
Colombia +57 15189663
Miami +1-305-644-5335
Canadá +1 6134168671
Perú +51 16409850

Panamá +507 8366060
Guatemala + 502 (2) 3750299
El Salvador +503 (211) 30412
Costa Rica +506 40004000
Rep. Dominicana +1 (829) 9466346
Nicaragua +505 75137601

