



HANSEN

CALL RECORDING

Call Recording for Financial Services

- **Enhance** customer service and increase revenue by making notations for future calls in order to provide reference for agents to upsell and cross-sell appropriate products.
- Securely **review** and share conversations where disputes have arose due to information exchanges over the phone.
- **Increase productivity** naturally due to agent awareness that new accountability measures are in place. Allow for easy agent evaluation and training.
- Meet **regulatory compliances** for such requirements such as financial information that must be noted within the Truth in Lending Act (TILA) and the Fair Debt Collection Practices Act (FDCPA).
- **Track** and create minimum agent performance goals. Track, grade and analyse agent performance.
- Included with the purchase is our **Software Assurance Coverage** which includes software installation, unlimited user training, 1 year of unlimited technical support and semi-annual software updates.

Benefits of CASH+ Hansen Call Recording



Quality Control

Record and monitor the quality of calls to ensure that every agent is being professional and meeting customer service standards.



Performance Review

Call Records can be analyzed to improve agent performance and share relevant information with colleagues.



Compliance

Many organizations are required to comply with regulatory requirements regarding sensitive information.



Dispute Resolution

If issues arise between an agent and a client, the call records can be easily extracted and reviewed to resolve the dispute.



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