



HANSEN

CALL RECORDING

Call Recording for Legal Services

- Call Recording **increases efficiency** by eliminating the need to keep hand written notes for phone conversations.
- **Detailed records** of calls and duration to track billable phone activity.
- **Reduces travel time** by recording all activity on conference calls between multiple parties.
- Securely **review** and share conversations where disputes have arose due to information exchanges over the phone.
- **Increase productivity** naturally due to employee awareness that new accountability measures are in place.
- **Records** verbal agreements to be reviewed later if necessary.
- 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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SOFTWARE