



# HANSEN

## CALL RECORDING

### CASH+ Hansen Call Recording Features & Benefits

- Software runs as a service
- Recordings are easily accessible through the web interface
- Save and/or email specific recordings
- Secure storage and transmission of all recordings
- Blackout feature to prevent the recording of sensitive information
- Endless report variations available in different forms (PDF, Word, Excel) and can be automated to print and or email on a schedule
- Alert for when no call recording data is being captured
- Competitive pricing tailored to line type and size
- Includes Software Assurance Coverage which includes;
  - Software Installation
  - 1 year of unlimited training & technical support including emergency technical support 24/7
  - Semi-annual software updates including new features

Call today for a specialized webinar to assist in your evaluation process!

### 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

1.877.795.2274