



# HANSEN

## CALL RECORDING

### Call Recording for Automotive Businesses

- **Monitor** the quality of calls to ensure that sales agents are effectively handling sales inquiries.
- **Analyze** and grade calls in order to train and improve agents closing success. Review how sales agents handle customer objections and their closing techniques.
- Review **disputes** or honor verbal offerings, purchase contracts, discount programs and financing details.
- Meet **regulatory compliances** such as Telemarketing Compliance standards (TSR) regarding sales staff participating in making daily marketing telephone calls.
- **Review** service desk customer interactions such as providing clear and accurate information regarding parts availability, scheduling and warranty details.
- 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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