

Call Recording

Call Recording is a flexible network based application that allows your business to record telephone conversations without needing to invest in expensive recording equipment. A web-based interface enables you to select, retrieve, play and download recordings easily and quickly.

The need for businesses to record telephone conversions is becoming increasingly important for several reasons including; staff training and development, measurement of accuracy and quality control, complaint and dispute resolution and to ensure full compliance with industry regulations.

However, purchasing and maintaining call recording equipment may involve high capital expenditure. For businesses with a legacy system already in place, it may be that this doesn't offer the functionality and flexibility to support current needs and demands.

Call Recording is a hosted application that allows businesses to easily record calls and access the data whilst remaining compliant with industry regulations.

Call Recording is an ideal solution if you need to monitor, score and improve the quality of your call handling and:

- improve customer service by reviewing responses from customers.
- support training and performance management.
- monitor interaction with customers.
- assist in customer dispute resolution.
- reduce costs as there is no capital expenditure or maintenance costs involved in deployment.



Online Management: Audio recordings (in WAV or MP3 format) can be stored by Invomo and are easy to access and download via an online interface. Alternatively recordings can be uploaded to an ftp site or forwarded by email.

No capital expenditure: Call Recording is available on a 'pay as you go' basis – so there's no need to invest in new equipment, software or support contracts. Both outbound and inbound calls can be recorded, and the service is completely flexible and scalable to your businesses needs.

Compliance: Call Recording is fully compliant with regulatory requirements, including those set out by the FSA, Ofcom and PhoneyPayPlus.



iProfile is the market leading online CV for professionals. With over 2.7 million registered iProfiles, the company was keen to leverage the newest technologies to provide candidates with leading edge services to help them find the best job.

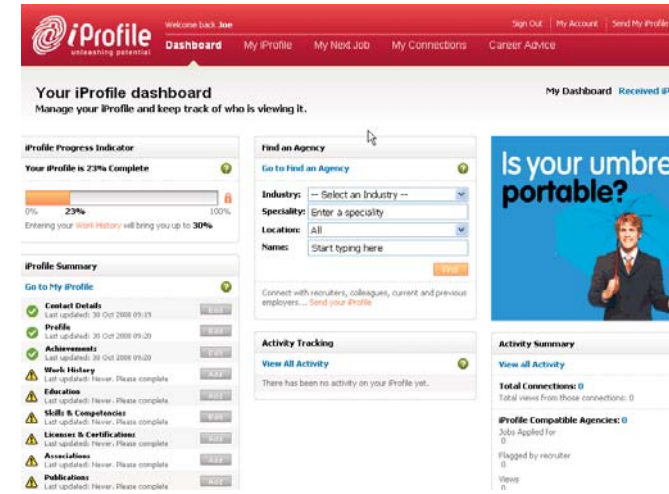
Having identified from feedback that it would be easier and less stressful for candidates if they didn't have to make notes when talking on the phone to a prospective employer, iProfile tasked Invomo with coming up with a solution that would work for them.

Call Recording has given iProfile the ability to let candidates record and review calls whenever it is convenient for them. The company's use of Call Recording forms part of a larger deployment of Invomo's Call Tracking & Blocking application which gives candidates increased security and confidentiality by masking their personal contact details with a non-geographic number.

As well as recording calls and messages, iProfile is now able to give candidates call statistics via their online iProfile account. Additionally iProfile's brand identity and the effectiveness of the service is enhanced by prefacing every call with a message advising the candidate that the call is from iProfile.

"As a business we now have information about inbound responses to candidates' iProfiles which allows us to monitor how well our services are working. We chose Invomo because they were the only company capable of demonstrating experience and a good track record in providing all the functionality we needed in a real-time environment".

Peter Linas, Alliance Director, iProfile.



Invomo's hosted applications and services can transform phone-based communications- whether landline or mobile, inbound and outbound. We deliver continually optimised, reliable and secure solutions which can enhance brand, improve the processing of customer enquiries, convert more calls to business, extend the website experience and reduce costs.

For more information on how Invomo can help your business please contact us on 0844 88 88 500 or email sales@invomo.com where one of our team will be happy to discuss your requirements with no obligation. See www.invomo.com for more information.

All telephony services hosted and operated by Invomo Ltd. adhere to prevailing Ofcom regulations and the Code of Practice as set out by PhonepayPlus.



Invomo Limited
130 City Road
London EC1V 2NW

phone +44 (0)844 88 88 500
fax +44 (0)844 88 88 600
email info@invomo.com
www www.invomo.com