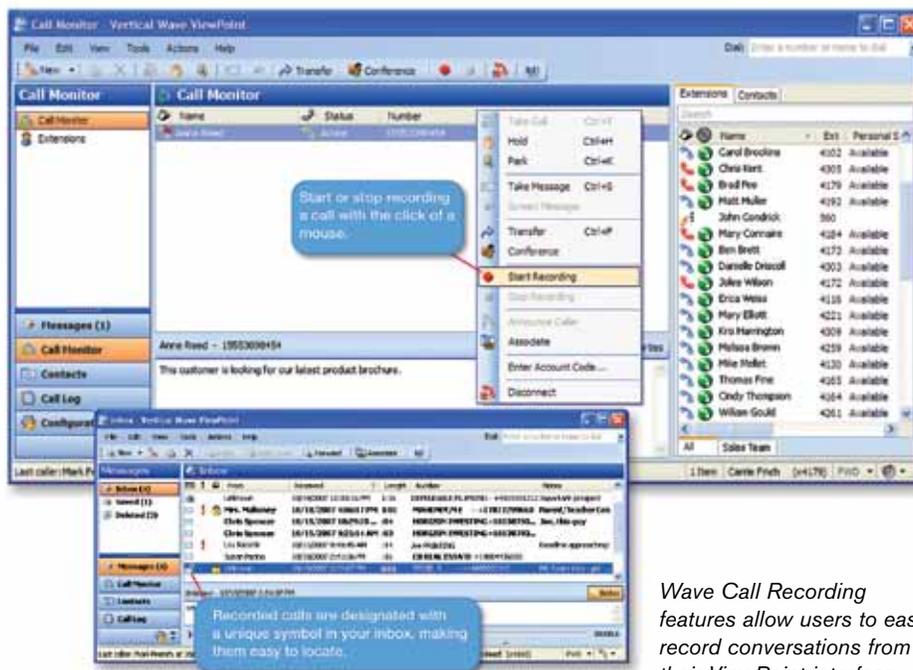# Wave Call Recording

## Automatic call recording, automatically included.

Whether you need call recording to enhance customer service, ensure compliance with industry regulations, or support employee training, the Vertical Wave IP has you covered with built-in recording capabilities you can access automatically or on a call-by-call basis.

### Supporting All Your Recording Needs at No Extra Cost

- **Customer Service** – Capture every call in detail to ensure accuracy and quality of service, and to help quickly resolve disputes if they arise.
- **Compliance** – Law firms, local governments and other regulated entities can record, archive, and quickly search for and retrieve calls to stay in compliance with industry standards and regulations.
- **Training** – Supervisors can record all calls for a specific department, or specific employees, making it easy to track and review performance over time



*Wave Call Recording features allow users to easily record conversations from their ViewPoint interface.*

## Empower Every Employee, Everywhere

Allow your staff to record calls on demand, whether they are in the office or on the go. One-touch recording is available from your phone, your computer desktop, or on your mobile device. And all recordings are stored centrally on your Wave IP server, not on the device.
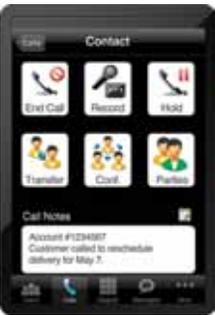
### Mobile Recording for a Mobile World

We live in an increasingly mobile world. For many workers, their smartphone or tablet is now their main computing device. Wave IP's embedded ViewPoint Mobile application provides all of Wave Call Recording's capabilities to mobile users, so wherever you are, you can record, add notes to and retrieve calls with a single click.

## Recording Your Way

Wave Call Recording lets you control which calls you want to record to meet your specific needs. Automatically record every call, or just the ones you want on a call-by-call basis. Calls can be controlled by authorized users on a company, department, or individual employee basis.

## Recording for Every Day Use

Recording is useful when it's easy to use. Wave Call Recording makes makes it easy for users to access recordings using the same controls as listening to voice mail. Users can add notes, forward calls to other users, and even e-mail recordings to a third party. Recordings also can be shared so every member of a team can listen to them.

## Enhance Call Recording with Wave Contact Center

Add Wave's Contact Center licenses to enable the next level of features. Record a call center queue with advanced sampling features and tones to meet recording compliance laws. No additional hardware or installation is needed.

## Long-Term Archiving

With Wave Call Recording, there's no limit to the number of recordings you can store. You can archive recordings anywhere on the network using a separate Windows server configured to run the included Archived Recording Service. Use Wave Archived Recording Browser to search millions of recordings using criteria like people on the call, CallerID, call date, trunk numbers, call time, or call notes to find the recording you want in seconds.

*Administrators can configure Wave Archived Recording Browser user accounts with unique permissions.*

*Managers can assign recording privileges to individual users, choosing whether to let employees record all calls automatically, selected calls only, or portions of conversations.*

Scan the code for more information on solutions from Vertical Communications®, call 1-877-VERTICAL, or visit **www.vertical.com.**