



Call Recording Report

How to Select the Right Call Recording Solution for your Business



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Selecting the right call recording solution

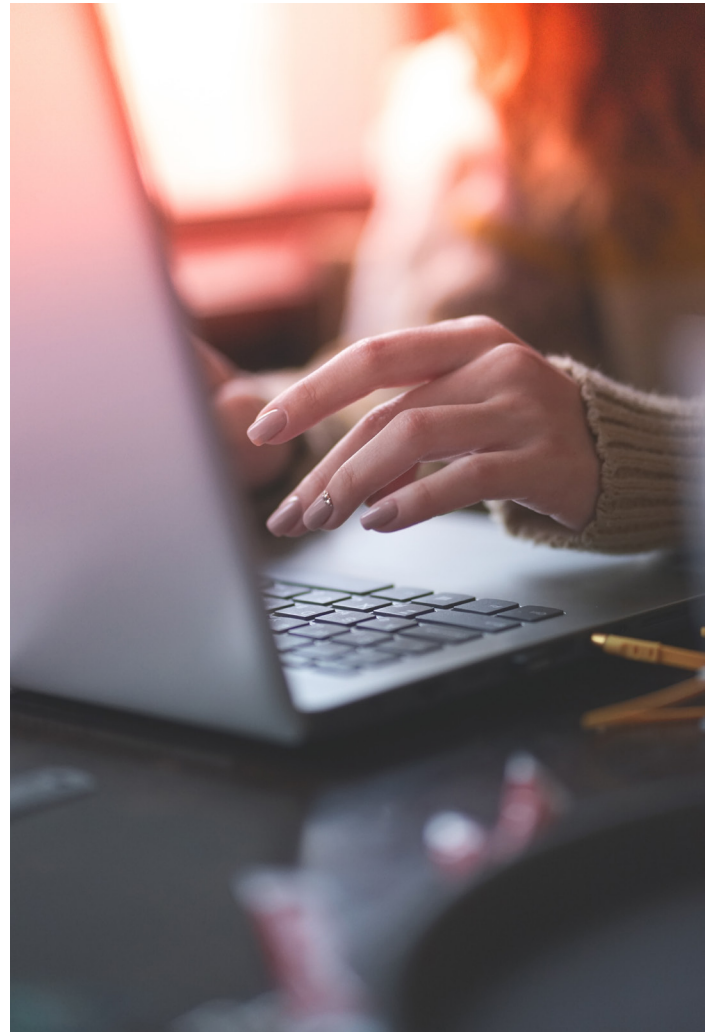
Every business has different needs, and yours is no exception. Size, industry, call volume, compliance requirements and other factors determine your unique needs. What you require is a call recording solution that addresses all of your specific needs and fits your specific business. When selecting your call recording solution, there are several guidelines and questions to consider

In the pages that follow, you will find questions/guidelines covering a number of areas, including:

- Company size
- Industry/regulatory environment
- Business need

You will also learn about the top criteria to consider when choosing a solution:

- Does it offer the right capabilities?
- What is the implementation process like?
- How much does it cost and how much to maintain?
- How open and interoperable is the solution?



What size is your organization?

- Is the solution designed primarily for a company of my size? Is it mainly a small business solution or intended for large enterprise?
- Am I going to pay for features designed for a different size organization?
- Does it support my multi-site and multi-tenant needs?
- Can the solution scale to support my organization's growth?

Guidelines

Some solutions claim to be designed for any size organization, but they wind up charging you for features and functionality you don't need. Likewise, some software strips away needed features as you go lower in terms of number of seats or channels. Not only do you want a solution designed for your size business and one that doesn't strip away any important features and functionality, but one that can scale as your organization grows. You may only have a few dozen of users to start, but you want a call recording solution that can scale with you as you grow to hundreds or thousands of users.



Industry and regulatory requirements?

- Does the call recording vendor have experience with businesses in my industry?
- Does the vendor understand my unique challenges?
- Is the solution designed to address my specific industry and regulatory requirements?
- Does the product offer capabilities to help me maintain HIPAA, PCI, etc. compliance?

Guidelines

There are many industries, like healthcare, collections, telecoms, financial services and more, that are beholden to specific regulatory requirements. Selecting the right call recording solution should include taking those specifications into consideration. Some call recording vendors specialize in a specific industry or business segment. You want to be sure the company has experience in your vertical. Also be sure to fully understand how the solution helps you meet and adhere to relevant industry regulations.

HIPAA
Health Insurance Portability
and Accountability Act



Business need

- What is my primary use case?
 - Quality assurance
 - Regulatory compliance
 - Risk reduction
 - Dispute resolution
 - Agent training
 - Order verification
- Does this solution have features and capabilities necessary to satisfy my primary business needs?
- Does the recording solution come with all the functionality I need or do I have to purchase separate modules for each business requirement?



Guidelines

You want a call recording solution that has the capabilities to satisfy all of your business needs. Some vendors offer these as separate modules (e.g. a recording application, a quality monitoring application, etc.). This is good, so you only purchase what you need. Be sure the applications are seamlessly integrated and designed to operate together.

Features and capabilities

- Does the recording solution come with all the functionality I need? Including:
 - Voice recording
 - Screen recording
 - Quality monitoring
 - Call evaluations
 - Customized reporting
 - Live monitoring
 - Multi-site recording
 - Multi-tenancy
 - Call tagging
 - Audit trail
 - Multi-criteria searching
 - Selective recording
 - Call exporting
 - Custom coaching agreements
 - Report filtering
- Might I need any of these features in the future? If I do, will I have to purchase separate modules for each business requirement?
- Am I considering the needs of all my constituents? Managers? Business users? Technical staff?
- Is the recorder 3rd party data ready?

3rd party data ready

You want a recorder that grants you unbridled, free access to your recorded audio and associated meta data so you can share it with conversation intelligence engines or marry it with CRM, ACD or agent desktop applications. These combined data sets can turn those recordings into true business insight. However, some recorders charge thousands to access and port your own recordings or to pull in 3rd party data sources. This is not right and something you must look out for.

The recorder you select should provide your company with full system and data control at all times. After all, it's your data, and you should be able to leverage it however you want to. For instance, your recordings and associated metadata can help inform your sales, marketing, and product development initiatives.

Guidelines

It is very important in the product selection process to understand what these capabilities can do and if you need them. Some of these capabilities may not be necessary today, but may become important down the road. It's nice to know these features exist should you need them.

Implementation process

- What is your timeframe for getting up and running and recording calls? Can you wait or is it ASAP?
- How long will you have to wait for the implementation to get started?
- How long will the implementation take?
- How much will the implementation cost?
- How many resources do you have to commit to the installation?
- How difficult is it to integrate the solution into your existing environment (PBX, CRM, etc.)?
- Will your network be offline at any time?

Guidelines

Some vendors promise a quick install (days or a couple weeks) but they take about a month to get started. Other vendors promise remote installs in just days. Others can be installed in as little as a few hours. Depending on your project and business requirements, you should focus on finding a vendor that can meet your install or onboarding, regardless of what that timing looks like.

Is the product open and flexible?

- What happens if you decide to integrate your recording solution with your CRM system? Is that difficult or impossible?
- Does the product have an open API? Does it integrate with other platforms and technologies?
- How easy is it (or possible at all) to play your recordings on different devices?

Guidelines

Many call recording solutions are difficult-to-impossible to customize or integrate with other technologies you have invested in. You want a recording solution that is open and flexible that is easily customizable, can integrate into your existing environment and that you can support with little or no input from the vendor.





Discover the value of high-quality call recording and stereo separation of each speaker, and set the stage for powerful conversation intelligence.

[**Request a free trial of CallMiner Record today!**](#)

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About CallMiner

CallMiner is the global leader in conversation intelligence to drive business performance improvement. Powered by artificial intelligence and machine learning, CallMiner delivers the industry's most comprehensive platform to analyze omnichannel customer interactions at scale, allowing organizations to interpret sentiment and identify patterns to reveal deep understanding from every conversation. By connecting the dots between insights and action, CallMiner enables companies to identify areas of opportunity to drive business improvement, growth and transformational change more effectively than ever before. CallMiner is trusted by the world's leading organizations across retail, financial services, healthcare and insurance, travel and hospitality, and more.



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