

service: voice recording



Overview:

Red Box is Manx Telecom's preferred solution provider for voice recording. Red Box recording solutions provide a flexible answer for voice recording, storage, and retrieval. Red Box solutions are software-based, so they're easier to specify, install, and manage.

Explained

Voice recording is the definitive way to create a permanent record of transactions over a telephone or radio system. Add to this the ability to capture information and input to an application or screen at the same time as the call and you have a user-friendly and high-value tool to understand how your organisation records data, its accuracy and, above all, a way to correct problems quickly and without fuss.

Target Market

Any business that has a need to record calls for...

- Legal and regulatory compliance
- Dispute verification and clarity
- Evidential disclosure
- Decision support and liability protection
- Improved customer satisfaction
- Quality assessment
- Business improvement.

Features

The recording is processed on a licence basis so customers only need to purchase the amount of licences they require; making a Red Box solution far more cost-effective than competing hardware based solutions.

Can record all communications all the time (total recording, selective recording, and record on demand)

Can deliver total scalability from small (remote) offices to large multi-site, multi-technology organizations

Can support multiple mixed and complex communications environments that use TDM, VoIP, radio, screen, data and trunked radio systems.

Business Benefits

Red Box recording solutions can...

- Help protect against fraud
- Ensure legal or internal accuracy of verbal communication
- Make available critical caller information (bomb threat, emergency calls, one time communications)
- Help track threatening or abusive callers
- Resolve disputes
- Improve customer satisfaction
- Help with cost reduction and agent retention

- Deliver accurate reports or evidence
- Improve operational performance and effectiveness.

Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

summary

Feature	Description	Explanation
Pricing	Call our specialist corporate team	Prices depend on exactly what service you require; we tailor all our services to your specific needs
Maintenance	1 year maintenance contract	We can offer optional maintenance packages on all systems
Maintenance Levels	Business Premier Executive	Our maintenance is available in three options to suit your particular requirements
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365

Contact: Tel: 624 624; Email: sales@manx-telecom.com
For expert advice or information give us a call or email.

manx telecom

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