



why not have your cake...and eat it?

# Fused Webcalls Converged Solutions

## Webcalls Record – Hosted Call Recording

*The solution for the financial sector, solicitors, insurance, estate agents, contact centres, government and public bodies – any company looking to monitor efficiency, performance, archive calls, avoid disputes and easily manage their call recording service.*

### hosted call recording from £12.30/seat/month

- Securely record inbound and outbound calls without additional equipment or software
- Retrieve calls via an easy to use web brand-able interface and save to anywhere on the network
- Listen to calls via MS Media Player, Quicktime and other media players - no proprietary software
- Full legal and regulatory compliance and fully scalable – SME to enterprise
- Monitor call performance and activity levels
- Full, percentage, selective or DDI-specific call recording
- Live and archived playback via web interface and filter and search for archived calls – including searching by user notes.
- Includes 1Gb storage/month and can archive via FTP to any storage device
- Barge, whisper and monitor calls to facilitate training and on-going supervision

For more information, please contact us:

[sales@fused-webcalls.co.uk](mailto:sales@fused-webcalls.co.uk)

**0845 456 1116**



[www.fused-webcalls.co.uk](http://www.fused-webcalls.co.uk)



With the Fused Group, your business can benefit from a fully converged solution for streamlined communications, including ADSL, SDSL, Transit, Leased Lines, Co-location, Hosted and Onsite IP PBX, SIP Trunks and Gateways, VoIP for Mobile and Hosted Exchange. Award winning internet and IP telephony based in Manchester and London.