

Storacall-ST

Recording for the Insurance Industry



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The **Storacall-ST** recorder from Storacall is a highly featured, cost effective and reliable recording solution providing 2 to 120 channels of recording which has been developed using our vast experience in the call recording market covering all aspects of recording.

Why record telephones calls?

- **Verification:** Confusion over an address, telephone number or instruction can be quickly clarified with call recording
- **Compliance:** recent changes to compliance regulations have meant that call recording is becoming increasingly necessary within small companies that are subject to such regulations. This includes finance companies, mortgage and insurance brokers and other organisations that interface with these sectors and covers PCI DSS and FCA regulations.



- **Dispute resolution:** organisations that take orders or instructions over the telephone and particularly where financial transactions are involved, find that the time to resolve a dispute is greatly reduced and the outcome improved if call recording has been implemented.

- **Performance & Training:** with increasing amounts of business being conducted over the telephone the performance and training of telephone agents is of vital importance. The use of recorded calls for evaluation of agents and training can be a cost effective way of achieving improved performance.
- **Security:** Many organisations, particularly those involved in sensitive or controversial issues, implement call recording as part of their information security procedures.
- **Litigation protection:** the litigious nature of today's business environment means that many smaller organisations or departments also require call recording to minimise the risk of legal action.

Methods of Call Recording

Storacall-ST supports trunk-side, extension-side IP, SIP, SIP Trunks and radio recording providing a highly flexible reliable solution.

Trunk Side Recording

For trunk recording or 'line side recording', the **Storacall-ST** interfaces directly with the analogue trunks, IP, SIP or ISDN trunks before they reach the PBX system. Trunk side recording uses high impedance 'passive tap' technology to interface to the incoming trunks without terminating the line or impacting on the strength of the signal. It is best suited to applications where a blanket recording solution is required.

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Storacall Call Recording Solutions for the Insurance Industry

Storacall recorders provide you a complete range of software to effectively manage your call recordings. These solutions enable you to be compliant with regulations and practices while protecting you in case of disagreements

Benefits of Call Recording:

- Assists FCA & TCF Compliance
- PCI-DSS Compliance
- Ensures the quality of customer service and customer satisfaction
- Facilitates the training of brokers
- Provides evidences in case of a claim
- Monitors customer experience
- Helps you find a call if there is a problem
- Provides an important protection in case of litigation
- Maintains internal and external regulations
- Helps you understand customer's needs
- Assists in handling complaints and claims quickly and effectively
- Increases productivity
- Helps improve policyholder loyalty



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Storacall-ST specifications

Channel Capacity

Recording channels per server: 2 to 120 channels

Line Type Support

Trunk: - Primary rate ISDN30, Basic rate ISDN2, Analogue, IP, SIP

Extension: - Digital extensions, ISDN stations, Analogue extensions, 2-way Radio, IP, SIP

Online Storage Capacity

Minimum 50,000 channel hours on-line

Backup Storage Capacity

Archive to NAS/SAN

Fast Searching

Basic search: - date, time, channel, users name or extension

Advanced search: - call duration, CLI, dialled digits, notes or a combination of all

Saved Searches: - Saved searches allow you to create templates for easy call search and playback

Playback via LAN

Playback via LAN through your browser
Export, Save and E-mail calls

User Interface

Browser based 'intuitive' user interface and speed. The system is highly intuitive and so simple that minimal user training is required.

Password Protection

Passwords are fully encrypted providing total security, you can set password cycle/renewal and the system administrator has a password recovery option.

Call Encryption

256 bit Blowfish algorithm symmetric block cipher

Developed using the Latest Technologies

Storacall-ST has been developed using Microsoft ASP net 3.5 development & application environment with Silverlight 4 multiple browser media manager & player

Storacall-ST Options

- PCI-DSS Call Masking Module
- Screen Capture Module
- Agent Training & Development Module
- Full API Integration
- Storacall Pay Per Use Module

