



Call Recording and Quality Measurement

Protect your business and improve customer experience

In a digital world where news travel fast, more businesses are concerned about reputation. Call recording helps to protect your business by supporting compliance and providing a record of who said what. Quality Management enables best practice to be identified and shared to speed up training and support continuous improvement.

1

Create an audit trail of conversations...



Capture every detail

Oak's secure call recording captures inbound and outbound calls to provide an audit trail of interactions with customers and third parties. Custom flags, tags and marks make it easy to sort and search recordings.

2

Protect your business...



Resolve disputes

Easy access to tamperproof evidence of 'who said what' helps resolve misunderstandings with customers or suppliers quickly and amicably, pre-empting serious and costly dispute escalation.

3

Meet compliance requirements...



Compliance

Oak call recording helps businesses meet GDPR, PCI-DSS and FCA MAR/MAD and MiFID II compliance with a range of options to fit with your chosen IT frameworks and applications.

4

Check vital details...

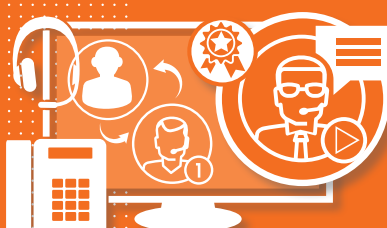


Reduce errors

Fast access to search and playback lets you check calls to verify key details, such as detailed customer instructions or contract details.

5

Evaluate performance and provide training...



Improve customer experience

Advanced quality measurement tools enable best practice to be identified and replicated through training, so staff are more confident in providing an exceptional customer experience.

Want to know more about call recording?
call us **0800 9889 625** or visit **oak.co.uk**
contact us via **sales@oak.co.uk**

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