



Hosted Call Recording

Easier and More Cost Effective Call Recording to Complement Your Business Process

Business demands and regulatory compliance standards are increasingly more difficult to satisfy, so to ease the tension, Arena One has come up with a solution to meet these requirements and support your initiatives.

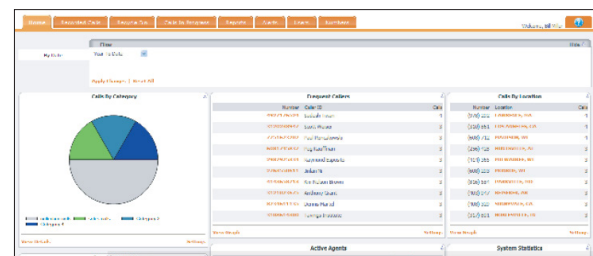
Our hosted call recording solution is easy to install with no additional hardware or software requirements built to improve your business.

Hosted Call Recording Is Right for Your Business

- **Budget-Friendly:** With no additional hardware or software requirements, SmartRecord fits neatly into your current business infrastructure at market competitive pricing
- **Easy Playback:** Recordings are stored in standard MP3 format for easy playback on most digital media players
- **Pain-free Implementation:** Seamless integration into your CRM, along with the ability to accommodate users at multiple locations help make SmartRecord the most flexible call recording solution on the market
- **User-Friendly:** SmartRecord's web-based interface provides administrators with an enjoyable and stress-free program navigation experience
- **Proof of Compliance:** Wide set of features assists with archiving, security, other compliance requirements
- **Quick Retrieval:** Quickly and accurately download recorded calls from the hosted server to your system
- **Advanced Security:** Administrators control permissions and access of calls
- **Improve Customer Service:** Discover inefficiencies in customer interactions

SmartRecord® Features Push Your Business Efficiency into Overdrive

- **Speech Analytics:** Phonetic-based search function to improve your search, target particular groups of calls, and increase overall operational efficiency
- **Alerts and Notifications:** Setup your system to alert you when certain conditions are met so you can make necessary changes to policy or procedure
- **Comments and Annotations:** Insert a comment or marker at particular points of a call for future playback and searching
- **Auto-Categorization:** Set conditions in which you can have your calls automatically organized for you
- **Custom Recording:** Record as few or as many calls as you want
- **Customizable Interface:** Promote your brand by customizing SmartRecord with your company colors and logo
- **On-Demand Recording:** Choose to record, delete, annotate, or comment on a call at the push of a button



See how SmartRecord can keep your business compliant. Call today: 877-273-6266