Cloud-based Call Recording Enterprise Solution

Recordia is a leading cloud-based recording solution that captures, encrypts, records and stores all interactions: landlines, mobile phones, fax, SMS, email, social media, etc. It is a secure, scalable and cost efficient solution that will help your business gain a competitive edge. Many corporations and SMBs are realizing the necessity and benefits of Recordia.

I already log and track my calls, why record them?

Many companies already track and log calls but this is no longer sufficient. Not only does cloud based recording help companies comply with regulations but it also helps them reach and exceed benchmarking standards.

Benefits of Recordia:

- **Quick deployment** - Because it is hardware free, implementing Recordia is quick and hassle free to set up.

- **Cost effective -** Because everything is based in the cloud you do not need to buy hardware, which means you do not need to worry about how deep your pockets run.

- **Scalability -** Flexible to the requirements of different business and sizes. Recordia can be scaled up or down to your needs at any time. This means that during busy periods you can increase your usage and capacity and then reduce it back after, without adding any infrastructure costs. Therefore, you can maximize efficiency at lower costs.

- **Efficiency -** Because Recordia transcribes calls, provides search capabilities and integrates with CRMs, you can gather all customer information with the click of a button. Saving your agents time and giving a quicker response time to customers.

- **Improved customer service** - One of the main reasons companies are choosing to record communications is customer service. By recording employee-client interactions, you can quickly identify problems as well as come up with solutions to improve employee and corporate performance. You can easily find and assess weaknesses within your customer service team and provide the necessary training.

- **Security and Compliance** - As Recordia is a cloud based solution; it offers the highest level of security and complies with international regulations such as GDPR and MiFID II in the EU and PCI DSS, FERPA and HIPPA in the US.

- **CRM integration** – integrates seamlessly with CRMs like Dynamics or Salesforce with no need for additional storage space.

What is Recordia?

Recordia is a cloud-based interactions recorder designed to capture office communications, and store them for an unlimited amount of time on the cloud.

This service is perfectly adaptable to the particular needs of each company, independent of its size: Small businesses and large corporations can equally access Recordia's cost-efficient functionalities, such as:

- **Consolidated User Experience** that allows for searches of mobile, land calls, SMS, email, fax, and others.
- **Quality control** to ensure optimal performance of employees
- **Encryption** of call recordings through secure links and sophisticated algorithms to eliminate unauthorized access.
- **Long-term storage** of recorded calls and communications
- **Transcription** of calls into searchable text
- **Analytics and machine learning technology** for analyzing interactions and discovering trends
- **Conversation history** to analyze evolution of your customer service
- **Dispute resolution** that can result from miscommunication

Why Recordia?

Recordia is a truly versatile cloud-based interactions recorder. As opposed to other call recording services, Recordia can integrate with your existing corporate infrastructure without the need to change telco provider or current PBX system.

Because Recordia uses cloud computing technology to record and store interactions, heavy electronic equipment or servers are not needed. But that is not all:

- **We provide direct support** for Cisco Call Manager, Cisco HCS, Alcatel, Unify, Acme, Packet, Asterisk, Broadsoft and many other VoIP systems.
- There is no need for CAPEX or upfront investment
- **Pay-per-use** model
- **Data consistency:** 99.999999999% of all interactions are kept without any lost elements.
- **Powerful API** for efficient integration with applications
- **Availability: 99.99%**
- **Geographic redundancy**
- **Fault tolerance**