airespring
Cloud, Fully Managed and Connected

AireSpring Call Recording

Full-Featured Call Recording and Quality Monitoring

AireSpring's call recording platform is built from the ground-up to provide high fidelity recording, efficient storage, and effortless retrieval of phone calls. Designed as an add-on for AireSpring's award-winning network voice services, including SIP Trunking, PRIs, analog lines, and the AirePBX Cloud Business Phone System, AireSpring Call Recording enables a complete call recording solution, smoothly integrating with all AireSpring voice services.

Calls are automatically recorded and saved to the cloud, where they are readily accessible through an intuitive and easy-to-use online portal. All major web browsers are supported, and our online interface requires no additional software installation. The call recording portal allows users to quickly find their recordings using powerful and flexible search criteria. Metadata, comments, and labels can be attached to the recordings, ensuring that important files are categorized for quick retrieval. Recordings can be downloaded or emailed, and support clear and precise playback with standard media players.

Benefits

AireSpring Call Recording helps ensure organizations proactively manage risks, ensuring adherence to corporate policy and regulatory requirements. Dispute resolutions are streamlined, and the recordings can be easily used and reused as a coaching and performance enhancement tool for agents and sales professionals, translating directly into higher sales and happier clients.

FEATURES

- Advanced audio detection and segmentation ensures that the file for each individual call remains separate for convenient storage and retrieval.
- GSM6.10, A-Law and u-Law compression codecs are supported.
- Users can search and retrieve files by timestamp, recording duration, inbound/outbound, remote party, local party, and by tagged Metadata.
- Easy-to-use online portal, usable on all standard internet browsers, allows clients to quickly search, find and categorize their recordings.
- Recordings can be downloaded or emailed in .wav, allowing clear and precise playback
- Customer databases can be linked to the platform for safe and stable long-term storage and backups.
- Data, comments and labels can be attached to the recordings, ensuring that they can be easily categorized and retrieved.

Manage risks and monitor performance with AireSpring Call Recording.

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THE AIRESPRING ADVANTAGE™

Fully Managed Network with QoS

Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).

Eliminate Finger Pointing Between Providers

All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).

Largest Available Coverage

We cover more locations than anyone else on our network, with the largest combined footprint. Local numbers are available in over 300 countries worldwide.

Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

FREE On-Premises Enterprise-Grade Router/Gateway

We provide a fully managed, enterprise-grade router/gateway to manage VoIP and Data traffic, (available with AireSpring Managed Connectivity).

Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

Free 24/7 Proactive WAN Network Monitoring Service

Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).

Personalized Service

AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.

AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899, email sales@airespring.com, or visit our website at www.airespring.com

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