

# CALIBRE<sup>®</sup> Mobile Recording

## Record Calls Made From Mobile Devices

With an increasingly mobile workforce, the ability to record customer interactions that occur on mobile devices can fill a critical gap in your performance monitoring program. The Mobile Recording tool is a mobile app that records calls, providing valuable insight into enterprise operations. In addition to recording inbound and outbound mobile calls, the following valuable metadata is captured:

- Phone number
- Call direction – inbound or outbound
- Address book alias, if any
- Channel name alias
- International Mobile Station Equipment Identity (IMEI)
- Date and time
- OS version and device type

## Cost-effective and Easy-to-use

Calls are automatically uploaded, stored and synchronized to the Calibre<sup>®</sup> system via mobile and Wi-Fi networks.

- Just download the mobile app to start recording
- Record incoming and outbound calls
- No complicated or expensive IT set-up required
- Fast and simple remote uploads



## Secure and Flexible Recording

Feel confident that the right calls to and from your mobile device are recorded, and that the data collected is safely transmitted and preserved.

- Build a “black list” of do-not-record contacts
- Create a “white list” of calls that always get recorded
- Prevent deletion until recordings are successfully uploaded

## The HigherGround Difference

The mobile recordings integrate directly into your HigherGround call recording solution, allowing users to view, replay and analyze from the familiar and intuitive Calibre interface.

- Integrated extension of Calibre
- Monitor mobile calls and associated metadata via familiar Calibre dashboard
- Generate and review reports that include mobile recordings

INTELLIGENT RECORDING FOR DECISIONS WITH CONFIDENCE.