



Go4Customer Call Recorder
A Digital Voice Recording and
Management Software

**World Head Quarters:
Go4Customer
D-61, Chomu House,
C-Scheme,
Jaipur-302001
Rajasthan
India**

**Tel. 91-141-236-6498
Fax. 91-141-236-3906**

**USA
Tel: 1-646-536-7396
Fax: 1-413-431-6833**

**UK
Tel: 44-709-202-6461**

Email sales@go4Customer.com

URL: www.Go4Customer.com





Support that never fails...Rely on Go4Customer

Go4customer is the leading CRM Company having hand on experience developing CRM application and supporting customers with 100% satisfaction levels over Interest having solutions of all the challenges for small to medium sized business and medium to large sized contact centers.

We get great satisfaction in listening to our customers. We apply our CRM knowledge and experience, working side-by-side with client personnel, to help them exceed their business goals and measure progress every step of the way. We deeply share our customers' CRM goals and ambitions, and strive to develop long-term relationships with them based on highly personalized service. Our immediate and ultimate measure of success is our customers' ability to quickly and cost-effectively derive unique competitive advantage using the products and services that we provide.

We are a team of highly motivated and skilled professionals continuously striving to break new grounds by delivering World Class Solutions to our associates and partners on Strict Time lines. Our business philosophy is to Empower Our Partners and helps them transform their businesses by providing them cutting edge solutions.

We provide Sales, Marketing, Support and Services worldwide from our headquarters in Jaipur, and through our Consulting Associates across world. We develop our products at our state of the art R&D Center in jaipur, India. Our employees are the best in the industry, and with our combination of management and technical expertise; we can deliver products and services worldwide at price points that are revolutionizing the CRM software market.

Quality

With total customer satisfaction as our quality policy objective, we have well defined and documented quality standards and procedures have been laid down for project management, the entire Software Development Life Cycle, monitoring customer relationships, and human resources management. For each phase of the Software Development Life Cycle, there are processes for inspection & reviews, documentation, configuration management and change management.

Today, competitive advantage does not come from just meeting the continuing requirements of efficiency and productivity, but through constant innovation. Competitive advantage can only come from being quicker to market with new and better products and services.

Go4customer eCRM suite, and Go4customerIVR suite has been designed with this philosophy. These flexible solutions offer you much-needed flexibility to address the changing business trends and allow you to rapidly create differentiators in your offerings to your customers. These integrated solutions combine the best CRM practices that we have mastered with the virtue of our experience using leading edge technology, helping you in your operational efficiency and increasing the Return on Technology Investments

Our Offerings

Go4Customer eCRM Suite

Go4Customer Knowledge Management Suite

Go4Customer Chat

Go4Customer Mail

Go4CustomerIVR

Go4Customer _AnswerIt





An Overview

At Go4customer we believe a Call recording solution should be simple, effective and affordable. It must be implemented without disrupting current operations and be scalable to grow with the needs of the customer and their Q/A program. The solution must provide powerful tools to measure and track individual performance, and empower managers, supervisors, Q/A personnel and the agents themselves to increase productivity. Finally, and most importantly, we believe the solution must deliver a return on investment. By examining agents via recording, evaluating agents via scoring and educating agents via targeted training, you will evolve the overall excellence of your contact center and yield a return on investment.

Go4customercall recording is an integrated client / server software solution built around "Ease of Use". We understand the dynamics of the contact center and believe a solution must be simple in order to be effective. Go4customer integrates with most phone systems and is easy to install, configure and maintain. It is IT and Telecom friendly for a low cost of ownership and swift return on investment.

Recording

Recording in Go4customer Recording is completely "Hands Free". A Record Server is placed in a safe secure location, usually the switch room or data center, and it processes the predetermined schedule. The multi-channel server can be configured with 1 to 64 ports for scalability to meet even the most demanding Q/A programs of the largest contact centers. The Record Server detects voice presence and reschedules events when the agent is not on the phone. With options such as "Voice Activated Recording" and "Auto Extend" you never have to listen to long silences or miss the end of a call.

Playback

Go4customerRecorder audio is stored in standard Windows .WAV format which means the media can be transferred anywhere and replayed with any tool compatible with windows audio, such as Windows Media Player, Windows Sound Recorder or Real Player.

Key features

- Records your conversation directly to your computer's hard disk with a single push of button
- Records conversations as standard Windows sound files (wav files)
- You can configure the Call Recording machine with a maximum recording time
- Two modes (Manual and Automatic) are supported
- Plays recorded conversations through sound card on speakers
- In **Manual mode** the user is required to press a button to start recording as and when required.
- In **Automatic Mode** recording conversation starts automatically.



Outstanding flexibility and value

Our distributed software-based solution allows calls to be recorded, compressed and then centralized through your existing data network. By utilizing your existing infrastructure Go4customerRecorder can dramatically reduce both the cost and time for installation and provide increased flexibility, functionality and integration.

Exceptional recording quality

Each call is recorded at maximum quality. Once the call has finished, Go4customerRecorder amplifies the call and equalizes the balance between each side of the conversation before the recording is compressed for efficient storage.

100% compatibility with your existing and future systems

Go4customerRecorder works with any PBX, ACD or Predictive Dialer. All the data is stored in industry-standard database formats so you can integrate the call information into your existing management systems and reports.

User-driven, automatic and selective recording

Go4customerRecorder comes with a choice of User-driven, Selective or Automatic recording as standard. Selective recording allows you to record calls based on time, Agent, extension, caller ID (CLI* and DDI*) etc. For Automatic and Selective recording there is no Agent interaction required.

Fast and easy call retrieval and playback

Go4customerRecorder can store both call and user information with the recording to ensure that retrieving the call that you want is as simple as possible. The Manager module of Go4customerRecorder allows you to search for calls using any of the stored fields, such as DDI*, CallerID*, Customer Reference, Case ID, Date/Time, Agent etc. Once the search is complete simply press 'Play and the call is retrieved and played instantly.

System Requirements

- ✓ Windows 2000 or XP
- ✓ Caller ID capable voice modem or telephony device connected to your telephone line*
- ✓ Call Display service from your telephone company recommended
- ✓ Sound card and connected speakers recommended.