

# Phone Systems Designed by Pizza People for Pizza People

## Fidelity SkyTalk: Sky-Record Overview



### About Sky-Record – Call Recording Solution

The Sky-Record Call Recording solution was built to provide your business with cost-effective, flexible call recording. Because it is based upon a hosted architecture, Sky-Record eliminates your need for a dedicated server, works across multiple service addresses, and allows for flexibility in file retention length and on-demand recording in multiple locations.

### What Sky-Record does:

- **Audio Recording** – Sky-Record has the ability to record audio calls on either a scheduled, or an on-demand basis.
- **Quality Monitoring** – Recorded calls can be reviewed to ensure that all calls have been addressed properly and professionally.
- **Performance Improvement** - Managers can utilize the recordings for coaching and training purposes to improve customer interactions and call resolutions.
- **Dispute Resolution** – Call recording files can be found quickly and easily. Managers can pull an excerpt of the call with the click of a button.
- **Compliance Demonstration** – Sky-Record makes it easy to confirm that compliance rules have been followed for all interactions.

### Why should you use Sky-Record?

For most businesses, quality customer interaction, and adherence to compliance rules and regulations are vital to sustainability, growth, and profitability. Sky-Record makes it easy to ensure that your business is compliant, and that your employees are creating the best customer experience through their interactions. It allows management to understand what is happening while employees are talking to customers and perform coaching or make changes to processes if necessary. Call Recording reduces the cost and effort involved in dispute resolution, training, and compliance management.

### Who can use Sky-Record?

Call Recording is ideal for organizations across all verticals that rely on inbound and outbound calling to interact with their customers. Any organization that relies on phone calls for a significant component of its business can benefit from the functionality included in Sky-Record. The solution provides exceptional value to organizations that:

- Have multiple locations
- Employ a large number of remote agents
- Are heavily regulated and are required to record and store calls
- Need to train their agents and improve customer interactions



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**Call Recording makes the entire process simpler, from implementation to reviewing recordings:**

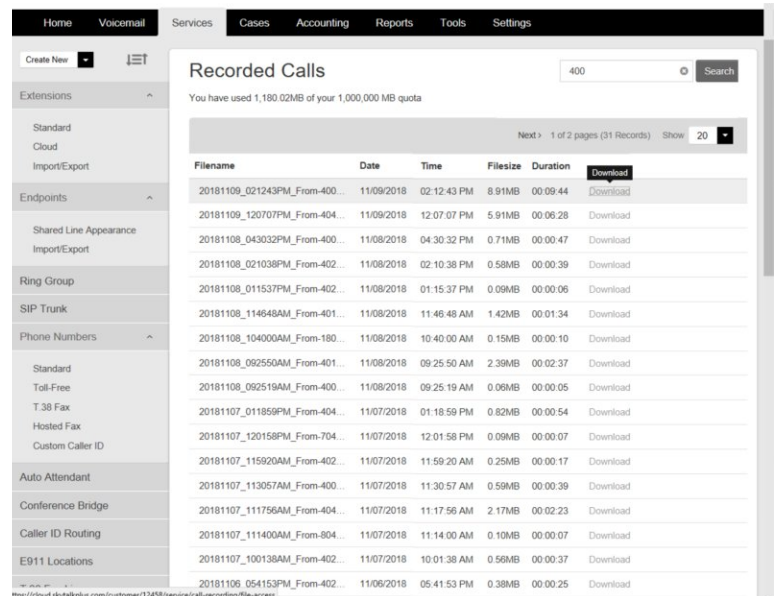
1. Sky-Record requires minimal configuration, removing the frustration that often comes with installing and integrating hardware. And, because Sky-Record uses a hosted architecture, there is no need for a dedicated server at the customer location.

2. With Sky-Record, your business avoids the struggle of ad-hoc call recording. Many third-party systems have restrictions on how long your files can be stored as well as cumbersome requirements for separate locations or distributed workforces.

3. Sky-Record prevents your business from paying for more than it's actually using. Often, third-party call recording solutions charge for all seats, whether or not those seats are being recorded. That means businesses are spending money for services not being used.

Sky-Record Features Include:

- Ability to automatically record all calls
- On-demand recording capabilities
- Recorded announcements
- 90-day recording storage
- Administrator and user views
- Recording search and retrieval feature
- Full-seat availability



The screenshot displays the Sky-Record user interface. At the top, there are navigation tabs: Home, Voicemail, Services, Cases, Accounting, Reports, Tools, and Settings. Below the navigation, there is a 'Create New' button and a search bar. The main content area is titled 'Recorded Calls' and shows a summary: 'You have used 1,180.02MB of your 1,000,000 MB quota'. Below this, there is a table with columns for Filename, Date, Time, Filesize, Duration, and a Download button. The table lists 20 records, each with a unique filename, date, time, filesize, and duration, and a 'Download' link. The interface also includes a sidebar with various settings and a footer with a URL: https://cloud.skytalkplus.com/customer/12458/services/call-recording/file-access

Filename	Date	Time	Filesize	Duration	Download
20181109_021243PM_From-400...	11/09/2018	02:12:43 PM	8.91MB	00:09:44	Download
20181109_120707PM_From-404...	11/09/2018	12:07:07 PM	5.91MB	00:06:28	Download
20181108_043032PM_From-400...	11/08/2018	04:30:32 PM	0.71MB	00:00:47	Download
20181108_021038PM_From-402...	11/08/2018	02:10:38 PM	0.58MB	00:00:39	Download
20181108_011537PM_From-402...	11/08/2018	01:15:37 PM	0.09MB	00:00:06	Download
20181108_114848AM_From-401...	11/08/2018	11:48:48 AM	1.42MB	00:01:34	Download
20181108_104000AM_From-180...	11/08/2018	10:40:00 AM	0.15MB	00:00:10	Download
20181108_092550AM_From-401...	11/08/2018	09:25:50 AM	2.39MB	00:02:37	Download
20181108_092519AM_From-400...	11/08/2018	09:25:19 AM	0.09MB	00:00:05	Download
20181107_011859PM_From-404...	11/07/2018	01:18:59 PM	0.82MB	00:00:54	Download
20181107_120158PM_From-704...	11/07/2018	12:01:58 PM	0.09MB	00:00:07	Download
20181107_115920AM_From-402...	11/07/2018	11:59:20 AM	0.25MB	00:00:17	Download
20181107_113057AM_From-400...	11/07/2018	11:30:57 AM	0.59MB	00:00:39	Download
20181107_111756AM_From-404...	11/07/2018	11:17:56 AM	2.17MB	00:02:23	Download
20181107_111400AM_From-804...	11/07/2018	11:14:00 AM	0.10MB	00:00:07	Download
20181107_100138AM_From-402...	11/07/2018	10:01:38 AM	0.56MB	00:00:37	Download
20181106_054153PM_From-402...	11/06/2018	05:41:53 PM	0.38MB	00:00:25	Download

Sky-Record User Screen

