



LIVE MONITOR AND CALL CONTROL

OVERVIEW

Revcord's Live Monitoring function has been improved to provide Live Call Control. You now have the ability to control calls while they are in process as well as have Live Recall.

CALL CONTROL DETAILS

With Live Call Control, the user has the ability to do a number of tasks. With the click of a mouse the user can insert silence for PCI Compliance, initiate Record on Demand, stop a call from recording, Email a call automatically, tag calls for incident tracking with up to 6 customizable fields, and setup an Inactivity Alarm.

LIVE RECALL

With Live Recall, the user can now be listening to live call and rewind that call on the fly up to 10 minutes. This feature is great for supervisors to come in after the fact and to catch up on a call.

LIVE RECALL

Live Monitoring gives the user the ability to monitor one or multiple channels with the simple click of a mouse.



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