

CALIBRE[®] 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[®] 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.