

Full-featured recording, reporting, and evaluation tools to enhance call center performance

Improve customer service and optimize workflows with software designed to transform interactions into actionable intelligence.



Capture 100% of phone interactions



Screen capture agent desktops



Evaluate agency performance



Monitor activities with real-time dashboards



Automated and on-demand reporting



Ensure compliance with regulations

HigherGround develops best-in-class recording solutions that captures and stores voice and omnichannel data from telecommunications and network interactions, efficiently retrieves data, and generates reports. We provide customer support for installation, training, API integrations, and software customization.



Integrating Calibre with an organization's communications network boosts call center performance, optimizes agent interactions, analyzes trends, and improves core business.



“ Our Calibre call recording software is reliable, intuitive, and easy to use. The product works exactly as promised. Also, I've been in the IT business for over 30 years and can say HigherGround's support team really is outstanding! Whenever we need to make changes based on our customers' needs, they are attentive, efficient, and fast. ”

- Ghafour Taghizadeh, Sr. Systems Programmer at University of Kentucky

“ Since using HigherGround it has given our department the ability to listen to calls in real time or at any chosen time after recording. We were also able to create our own grading cards which allows to focus on specific goals we have created for our department. We have appreciated the ability to customize what works best for us and that it has created positive and corrective coaching opportunities to make us a better call center. ”

- Jessica M Razzo, Sr. Client Services Officer, AmericanBank



“ In my experience working with recording systems, none even come close to Calibre. The HigherGround team has incorporated many of our requests to customize the system to increase effectiveness. We have seen increased customer satisfaction and that was our goal. ”

- Chris Ayers, BNSF Railway

“ The service and support we received during installation were excellent. With HigherGround, we have developed our own evaluation form and we can now locate and evaluate calls in a fraction of the time we used to spend. We found Calibre to be the best value for us because it included all the features we wanted in one package. ”

- Jan Farr, Shelter Insurance Companies

