



# do you have total recall?

## **EXPANETS TOTAL RECALL™ MANAGES THE CUSTOMER RELATIONSHIP**

EXPANETS TOTAL RECALL IS A COMPREHENSIVE, digital, Web-based, call logging software system. The system records all calls, pre-determined calls, or calls on demand. Expanets Total Recall raises the standard of excellence in these all-important customer care areas:

CUSTOMER SERVICE • QUALITY ASSURANCE • EMPLOYEE TRAINING  
DISPUTE RESOLUTION • MINIMIZED LIABILITY • ORDER ACCURACY

### **Expanets Total Recall for phone-intensive sites**

Expanets Total Recall is designed for enterprises with stations and phone lines ranging in number from 20–250. Total Recall is customized for installation in these environments:

- Customer contact centers
- Financial institutions (banks, brokers, traders)
- Energy and petroleum sites
- Utility companies
- Pharmacies, hospitals and physician offices
- Transportation industry
- Collection agencies
- Telemarketing companies

### **Expanets Total Recall enhances employee skill sets**

Employee training is important to help attract and retain customers. Expanets Total Recall offers agent grading, an electronic checklist allowing managers to monitor and evaluate current skills. Expanets Total Recall supports an unlimited number of playback seats, so your personnel are further empowered to improve by reviewing their own phone interactions.

In addition to recording and preserving agent calls, Expanets Total Recall has the ability to capture the computer screens an agent may be reviewing on a recorded call. By utilizing this option, agents can be trained not only on phone interaction, but also on the most efficient way to utilize computer data.

### **Expanets Total Recall is better business—present and future**

Customer disputes occur at every call center. With Expanets Total Recall, calls from key customers can be immediately delivered to managers via automatic e-mail, ensuring swift resolution, minimizing subsequent liability and preserving company resources. Additionally, Expanets Total Recall accommodates projected growth, remote branches and virtual employees.

**Exp@nets®**

*Experienced At  
Networked Solutions*

## Expanets Total Recall™ is user-friendly, employing a Web browser interface

### QUICK SEARCH

Uses time, date, station number and/or agent ID as simple query search parameters.



### CALL DETAIL

Provides important call details with each recorded call.



### PLAY RECORDING

Allows audio review of the total customer experience using a standard media player.



## The Expanets Total Recall difference

Expanets Total Recall is superior to all other call logging systems available today. Consider these advantages:

- A fully digital, Web-based, call logging system utilizing Computer Telephony Integration for dynamic recording and search criteria.
- An interface that utilizes a Web browser for system administration, call browsing and playback. Accessible from any PC with WAN/LAN or Internet access, call archives may be retrieved worldwide.
- A core system designed and configured to the specific needs of each business in either a trunk-side, station-side, or service observance format. Expanets Total Recall offers the option to install a superior trunk-side logging solution with fewer physical connections and increased functionality, capturing the entire experience from the time the call rings into the PBX through completion of the call, including time in the queue, on hold and transfers—every piece of crucial customer interaction.
- Triggered by flexible PBX rules-based criteria (e.g. Called/Caller ID, DNIS, station/agent ID, trunk number, hold time, number of transfers, etc.), for dynamic call recording decisions.
- 10,000 hours of immediate call storage with automatic archive to Digital Audio Tape or DVD.
- Full integration with PBX manufacturers including Avaya, Mitel and NEC, with future integration to Nortel and Siemens.
- Design flexibility that easily scales from eight ports to hundreds, without jeopardizing functionality.
- Available in two systems: the Small Business Server (single chassis, up to 72 ports), and the Enterprise System (multiple chassis, 240 ports per, with support for unlimited ports via multiple chassis linking).
- System includes contact center call reporting package with a direct link to recordings.

For more information about Expanets Total Recall, see your Expanets representative, or call 1.877.230.0227

**Exp@nets®**

Experienced At  
Networked Solutions