2019 Enterprise Connect CallN

CALL RECORDING/BUSINESS INTELLIGENCE

CallN

Founded in June 2010, CallN has accumulated hundreds of active customers from over 50 countries. Its boasts powerful features that enable users to manage, review and gain insights into their call recordings, as well as the ability to provide an easy to use and convenient reporting system. The solutions provide SMBs with the same feature - rich recording capabilities as big businesses at a lower cost. It is among the easiest to use VoIP call recording and reporting solutions available today, requiring no IT intervention. It's quick to install, competitively priced and works on almost all VoIP telephony platforms. Their solution provides 17 of the 25 KPIS that contact centers typically require. Bob Dudas, National Sales Manager (Americas) for CallN (which was recently acquired by 1300 Australia Pty Ltd.,) told us more about their scope of activities.

Can you explain how your solution helps to ensure contact center compliance?

CallN Enterprise helps ensure a contact center is in compliance by allowing call centers to enable redaction of sensitive information from calls as well as transcriptions. Compliance is also met by the powerful speech engine that allows you to transcribe every call, search for key topics and then automatically scoring 100% of your calls. CallN also has the ability to encrypt your data while it is at a rested state.

In what ways does your Call Campaign feature and robust reporting capability make it easier for businesses of all sizes to determine how much effort is expended on achieving desired business outcome via the phone?

CallN campaigns allows businesses to tag and track calls made to campaign prospects. With this information, they can retrieve analytics about how successful a campaign was. Our reporting capability allows users to pick from several canned reports or build out custom reports in a matter of minutes. These can be delivered to an email using the schedule report function.

How does your cloud-based business intelligence enable companies to determine and set measurable KPIs for call activity?

Here are several important KPIs that are needed in the contact center that our BI tool provides:

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Repeat calls	Call completion rate (via call tagging)	Call arrival rate
Call success rate (via campaigns)	Average sales per agent (via key word and topics)	First-call resolution
Calls answered in the first minute	On-hold (silence query)	CSAT (via sentiment analysis and topics)
Cost-per-call	Average handle time	Call abandonment rate
Call Center status metrics	Peak hour traffic	Hold time (via queries)

What differentiates your solution from other call recording offerings available in the market?

CallN is not just a call recording solution but it is also a business analysis tool that allows our customers to make intelligent business decisions.

Here are a few challenges the CX and BI tool solves:

- Improved employee performance through automated script scoring
- Topic and keyword analysis to understand the voice of the customer
- Track customer complaints by type and volume
- Ensure and manage quality of conversations.