

# Call recording



If you want to know what's really going on in your call center, you need to hear it for yourself. RingCentral Contact Center offers call-recording features that let you know exactly how your agents are performing and how your business is treating its customers. You can choose exactly which calls to record based on your specific business goals and needs.

RingCentral Contact Center call recording helps with agent coaching, and can be used as a key component of our Quality Management and Speech Analytics solutions.

## Features and benefits

- **Synchronized desktop recording.** Playback calls and screen recordings simultaneously to identify workflow and other issues that can help improve agent performance and customer satisfaction.
- **Priority-based scheduling and archiving.** Customize call-recording schedules based on user-defined variables and priority rankings to ensure high-priority calls are not missed, and that critical information is archived indefinitely.
- **Optional encryption.** Comply with PCI and other data security requirements.



Promotes quality monitoring, process compliance, and dispute resolution



Offers flexible recording modes to support your business requirements—including full-time random and scheduled recording



Scales as your business needs grow or change so your call center will not outgrow the solution