

Call Detail Recording

Improve productivity, meet compliance regulations and gain visibility of your calling activity, all in one place.

Tangoe's Call Data Recording service provides enterprises and financial institutions an easier, automatic way to track their calling activity within company-wide telecommunication services.

The financial industry is tasked by requirements to keep track of their call records. Call Detail Recording collects data of all phone calls taking place within your organization including caller, department, length, and date of call. With this data in one place, you will gain a complete picture of your calling activity for compliance and/or evaluation purposes and will limit the search for caller activity in the case of an incident.

Visibility into call detail provides proof of when and with whom, phone conversations take place. This configurable system can be designed to work with your organization's needs and systems.

Key Benefits and Features:

- Categorize and allocate call detail records from multiple types of voice systems
- Collect call information to meet legal & compliance requirements
- Improved visibility and understanding through detailed information on each phone call
- Insight into misuse, overuse and underutilization of your resources
- Stay compliant with Sarbanes-Oxley, SEC Rule 17a-4, FSA, FCA and PCI

Reporting Features:

- Call Detail Recording (CDR) Services for PBXs and VoIP Call Management Systems

Meet Compliance Policies

Automatically gather call data records needed to support compliance requirements. Accurate recording of your organization's call data can protect businesses from significant financial or legal risks.



Evaluate Productivity

Use call data information within your sales organizations or call centers to evaluate call lengths, quality, and quantity of phone conversations. Gain insights into who is performing well and what is helping employees reach their goals faster.



- Capture, normalize, filter, categorize, rate and map ownership of voice calls defined by user
- Deliver summary and detail reports: End-user detail, department summary, division, international calls after hours, emergency services, E911 and other reports available
- Traffic Engineering reports for network optimization and enabling cost saving options

For more information on
Tangoe Call Detail Recording,
visit www.tangoe.com or call
1.844.484.5041.