



DVLlink

Recording on demand with manual call tagging



- START/STOP

- DELETE/KEEP

- BLANK/UNBLANK

- MANUAL TAG

- 00:00:29 CALL DURATION

- 021 888 2003 TELEPHONE NUMBER

- CALL STATUS

- RECORDING STATUS

- CONNECTION STATUS



- 021 888 2003 TELEPHONE NUMBER

- Contract number FIELD NAME

- FREE TEXT

- PREDEFINED DROPDOWN LIST

Tagging call started at 15:23:52

021 8882003

Contract number	9542368421
Contract Termination Reason	Poor Service ▼
Notes	Unresolved technical problems

Tag
Cancel

DVLlink enhances the capabilities of the DataVoice solution by making both the call and recording status visible to the desktop user and providing users with manual call recording control and tagging functionality. These features also improve the user experience and facilitate productivity regarding the classification, transaction-linking, retrieving and reporting on any associated recording.



Transaction linking without the need for integration

DVLink is a software application that provides the user with the option to control the recording of calls and to add user information to the recording database in order to simplify the recording retrieval process. It allows the user to add extra information to a recording while the call is still active or during wrap-up time. DVLink's actions are controlled through two windows, the Dashboard Window and the Tag Window. The DVLink Dashboard Window informs the user of the state of a call and its recording, as well as allowing recording control, while the Tag Window allows the user to add predefined or custom annotations to a recording.

Features

- Visual indication of call and recording status, call duration and telephone number
- Mark recordings to be kept or deleted
- Start and stop recording
- Blank portions of recording, ideal for PCIDSS
- Multiple recording fields can be tagged at one or more points in a call
- Free text, predefined dropdown list or both for up to seven defined tagging inputs
- Preconfigured tag validation to ensure user tag complies with parameters, e.g. a number between 1 and 10
- Predefined automated tag based on configurable timeout or wrap-up time to monitor process adherence
- Launched manually from System Tray or automatically based on call present/completed events
- Permissions and functionality customizable based on site or user requirements
- Always on top and remembers last position for ease of use and desktop layout

Benefits

- Tag sessions with business-specific information at recording time
- Provides a link between recordings and the CRM-type application to keep track of all transactions
- Recording on demand
- An affordable solution requiring no investment in development or integration
- Integrates into existing installed DataVoice recording equipment.
- Allows selective storage based on user tags to ensure that each recording ends up in the appropriate location
- Adding a custom tag to a recording facilitates gathering statistics and reporting on relevant sessions
- Visual indications ensure the agent is continually aware of the recording status of the call

Enriching the recording meta data by adding unique transaction or user IDs, classifying recordings, entering business-centric values, e.g. sales values or quantities and/or adding free text notes. These values enable quicker retrieval in future of relevant recordings and can further be used to control long-term storage and further analysis.