



## Veritape Client: our call recording module

### Summary

Veritape Client is our core call recording module and sits at the heart of Veritape's software. Veritape Client is a fully automated application which means that contact centre agents who use it to record their calls have no active involvement.

### What does Veritape Client do?

As well as recording calls, behind the scenes Veritape Client completes multiple tasks which include:

- > Managing agent logins and security checking
- > Managing the configuration of soundcards and telephony equipment interfaces
- > Recording telephone conversation onto the agent's computer and storing data along with the call
- > Compressing completed recorded calls into MP3 format and storing these files, with their call-related data, to a central storage location
- > Creating a local backup and removing expired local backups

Veritape Client is an essential element of Veritape's product suite and one copy is required for each recorded telephone extension or seat.

For further information, visit [www.veritape.com](http://www.veritape.com) or call **0845 899 5500**.