



Veritape Manager: our call search and playback module

Summary

Veritape Manager, our call search and playback module, has been specifically designed for use by contact centre supervisors, managers and trainers. It can be used for a variety of purposes such as completing performance assessments, call monitoring and handling customer queries.

What does Veritape Manager do?

Veritape Manager allows users to complete many different tasks including:

- > Quickly locating and retrieving call recordings
- > Playing, pausing, fast-forwarding and rewinding calls
- > Creating groups for easy monitoring and reporting
- > Emailing calls to other people or copied to network locations
- > Running easy-to-use reports for call analysis

And only members of staff with appropriate permissions are able to access calls.

Veritape Manager is an essential element of Veritape's product suite; you can define how many licences you need to cover your managers, trainers and supervisors .

For further information, visit www.veritape.com or call **0845 899 5500**.