



**Vidicode UK**  
Simple. Effective. Secure



# CAPTURE & CLARIFY

## Retell 957

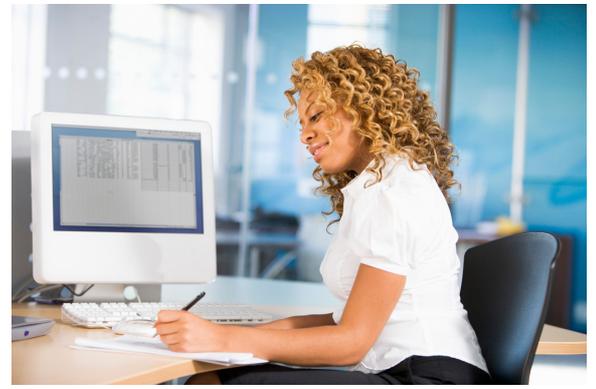
# CALL RECORDING SOFTWARE

Protect Against Disputes  
Improve Customer Service  
Capture Valuable Information  
Single Desk with Potential to Expand

# Retell 957

## CALL RECORDING SOFTWARE

by VidicodeUK



### Features

Retell 957 is a single desk software recording solution installed on any Windows-based computer, making it easy to integrate with existing telephone handsets, whether analogue, digital or SIP.

The software requires a call recording connector such as the Retell 157\*

- **Automatic recording:** Automatically record all inbound and outbound calls, eliminating the need for manual intervention
- **Call tagging:** Users can tag calls with relevant information, such as customer ID or order number, for easy search and retrieval, making searching and retrieving calls easy
- **Call archiving:** Archive calls for long-term storage and retrieval, ensuring compliance with regulatory requirements
- **Call playback:** Users can easily listen to recorded calls and share them with colleagues for training and quality assurance
- **Call encryption:** Calls are automatically encrypted to ensure data security and compliance with data protection regulations
- **User management:** Administrators can set up user accounts with different access levels to control who can access and manage recorded calls
- **Flexible and Scalable:** Can be tailored to the specific needs of businesses in various industries

The software is designed to be easy to use. It requires minimal training, making it an ideal solution for businesses adopting low-cost call-recording technology for the first time.

\*We recommend the Retell 157 connector, which will work on any phone handset by connecting to the curly cord socket on the base of any phone, including IP, analogue or digital. Your laptop or PC requires a 3.5mm audio port when you use the 157 connector.

### Considerations

If you are likely to grow your business, we suggest that you consult with us so that we can help you achieve an economy of scale and a quick return on your investment. We have multi-line & multi-extension systems that can start small and grow on-premise or in the cloud.



Retell Sense



Vidicode Apresa

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