

housing associations



DEPENDABLE  
CALL RECORDING  
SOLUTIONS



**Liquid Voice** call recording solutions facilitate regulatory compliance, expedite dispute resolution, offer quality monitoring, and provide interaction logging and analysis for business.

Whether you operate a contact centre, are audited or simply wish to indemnify your organisation against potential costly disputes, Liquid Voice's highly-available systems are built to evolve with your business' changing requirements and are suitable for the smallest right up to the largest, most demanding multi-site enterprises.

Our highly available solutions are built to evolve with your businesss changing requirements and can scale from a single site with several lines to the most demanding, mission critical environments with thousands of lines across multiple geographical locations.

- CRM Integration Options
- PCI Compliant
- AES Advanced Encryption
- Quality Sampling
- Fully Integrated Call Management
- Complete Call Recording
- Web Based
- Searching
- Folder Indexing
- Add Notes to Calls
- Email & Save Recordings
- Full Audit History
- Own Recording Access
- Windows Security
- Backup
- Passive
- Scalable

## **Liquid Voice and Social Housing**

With founder directors who have been involved with the Housing Association and Local Government software industry for the last 10 years, Liquid Voice understands the exacting needs of Registered Social Landlords.

Back in 2000, long before the IP era, our union had already created a hugely successful integrated suite of computer telephony applications including call logging and recording system, computer telephony integration, bespoke interactive voice response and auto call distribution for Comino plc (now Civica).

Liquid Voices track record in delivering performing recording solutions is significant and ongoing with excellent penetration and reputation within the public sector market.

## Liquid Recording Housing

Liquid Recording for Housing Associations is the ideal solution for interaction logging and analysis and is found to offer the following benefits...

- Protection the Business and its Employees
- Deliver PCI Compliance
- Monitor Quality
- Provide Evidence of Transactions
- Expedite Dispute Resolution
- Reduce Operating Cost
- Improve Service Levels



The screenshot shows a 'Recording' table with the following data:

Recording	Date/Time	Extension	Taken By	Team
Play	16/02/2009 10:33:36	Tom	New Business 1	07831248740
Play	16/02/2009 14:21:04	James P	New Business 2	01455554884
Play	19/02/2009 11:11:01	Sam	New Business 2	01455554884
Play	27/02/2009 14:34:41	Tom	New Business 1	01455554884
Play	25/03/2009 14:18:35	James P	New Business 2	01455554884
Play	28/03/2009 17:23:08	Steven	New Business 2	01455554884
Play	01/04/2009 15:30:39	Chris	New Business 1	01455554884
Play	01/04/2009 17:02:07	Jon	New Business 2	01455554884
Play	08/04/2009 10:07:39	Spare	New Business 1	
Play	22/04/2009 14:38:09	Sam	New Business 2	01455554884
Play	28/04/2009 09:01:53	Chris	New Business 1	01455554884
Play	08/05/2009 11:36:45	Jon	New Business 2	01455554884
Play	12/05/2009 10:04:32	Jessica	New Business 2	01455554884
Play	21/05/2009 11:59:20	Spare	New Business 1	01455554884
Play	12/06/2009 10:17:06	Danielle	New Business 1	01455554884
Play	15/06/2009 11:42:45	Stuart	New Business 2	01455554884
Play	29/06/2009 13:30:40	Laura	New Business 1	01455554884

To the right of the table is a form with the following fields:

- Offer to Explain TOB? Yes
- Details of Firm given? Yes
- Status disclosure made? Yes
- Product Range described? Yes
- Explanation of advice given? Yes
- Complaints explained? Yes
- FSCS Explained? No
- Charges explanation? Yes
- Personal Information Taken? Yes

A note at the bottom of the form states: 'Must get Names, address, dob's marital status, dependents & health information'.

## Example Customers



[www.liquidvoice.co.uk](http://www.liquidvoice.co.uk)