

# Got call audit nightmares?

Infortel Select delivers historical call information in seconds, saving you time & money, making compliance a lot less scary



## Problem:

Many organizations, from for-profit businesses to municipalities are subject to regulations that often require validating call activity. Organizations need complete historical call activity visibility and fast, flexible, and on-demand ad hoc search tools to comply with a dynamic regulatory environment.

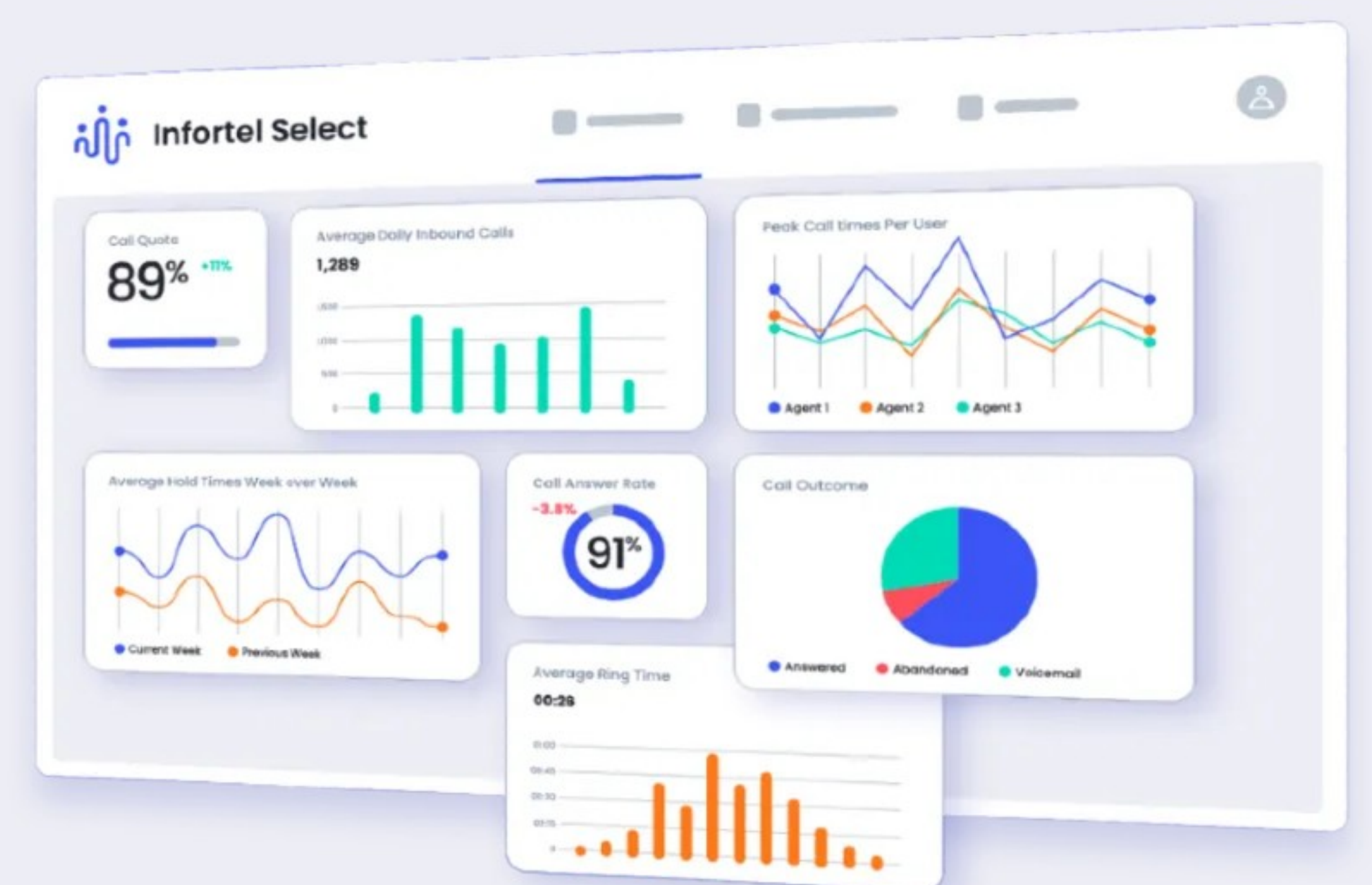
UC and telecom platforms generate call detail, but they do not provide a fast and easy interface for the departments charged with maintaining compliance.

It can take many hours just to complete one call audit request, which adds personnel costs, increases the risk of fines for noncompliance, and irks your CISO, Legal, and HR departments.

## Solution Overview:

Infortel Select serves up call detail through an easy-to-use interface optimized for line of business, not just your IT department. With Infortel Select, organizations can satisfy requirements to maintain call history and support on-demand ad-hoc call search.

Whether you are subject to HIPAA, FDA and Medicare regulations, or the many and ever-changing regulations protecting consumer privacy and finances, sooner or later, you'll need to be able to prove your organization's calling is in compliance. Infortel Select makes it simple.



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## Key Infortel Select Benefits

- Significantly reduces historical research and documentation time
- Supports audit trails of calls made and received to comply with industry regulations, ensure compliant data availability, and provide user-defined automatic destruction of aged data
- Provides searchable call history for compliance and legal investigation
- Provides easy access to information to investigate employee harassment, phone abuse, or productivity concerns

- Simplifies reporting and dashboards with an intuitive user interface that eliminates dependency on IT
- Unifies the reporting of voice interactions from various platforms for single-pane-of-glass visibility
- Enhances raw CDR with cradle-to-grave call tracking and organizational hierarchy to drive security and department analysis (Platform-specific feature)
- Provides the foundation for an effective corporate compliance program with retained call history, on-demand call searches and alarms to enforce compliance

Connect with us for a demo today and see how to gain total visibility into your calling activity.