

Tired of spending hours just on one call audit request?

Infortel Select delivers historical call information in seconds, saving your public sector organization time & money

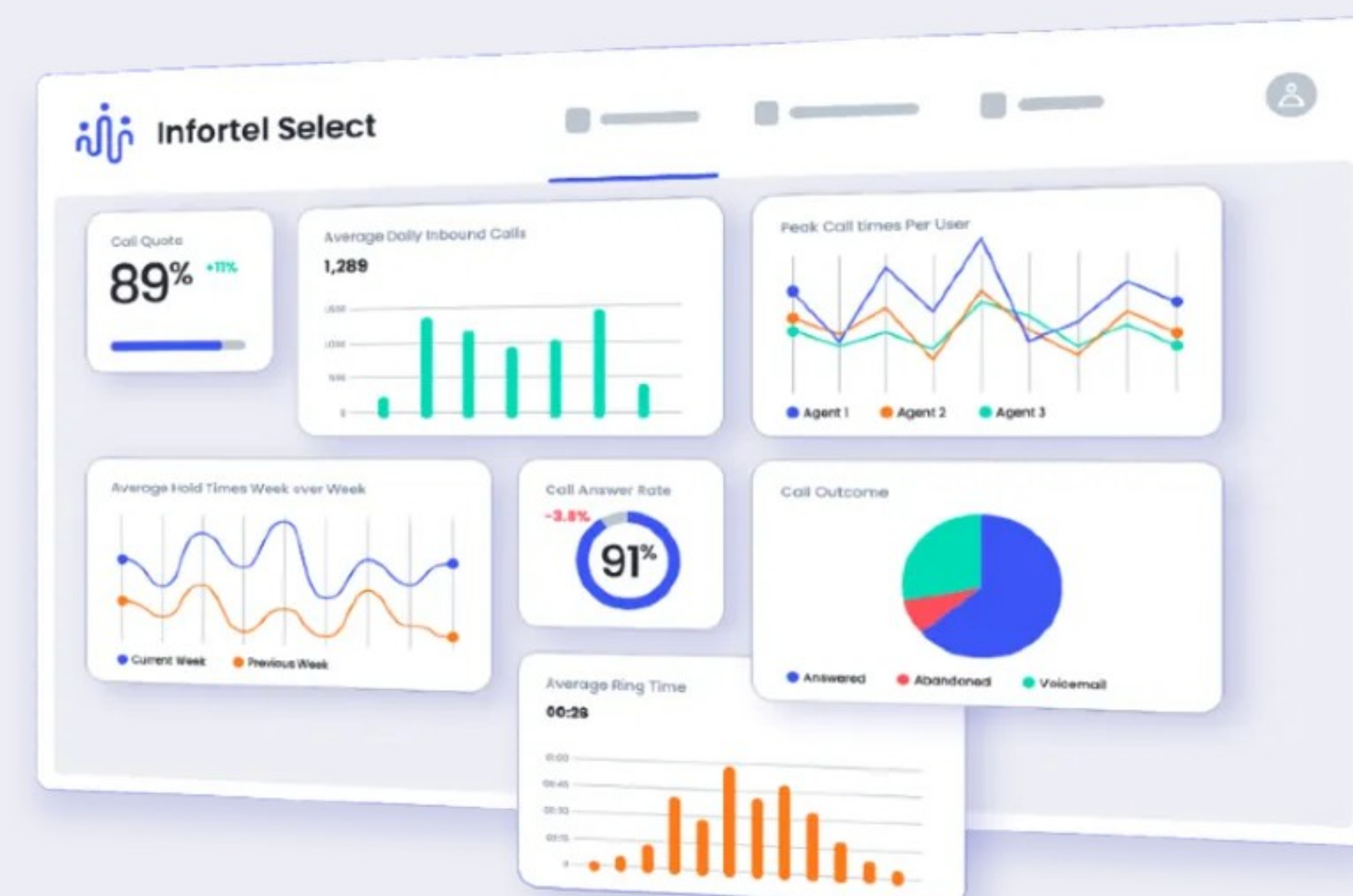


Problem:

Government organizations and agencies handle lots of phone calls and are often subject to the same regulatory compliance as private businesses, and can have additional obligations regarding Freedom of Information and other laws.

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

It can take many hours just to complete one call audit request, which adds personnel costs, increases the risk of noncompliance, and can burden your organization.



[Click to Learn More](#)

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, public sector organizations can satisfy requirements to maintain call history and support on-demand ad-hoc call search. With 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.

Key Infortel Select Benefits

- Significantly reduce historical research and documentation time
- Satisfies applicable laws and regulations that call for maintaining call records
- Simplifies reporting and dashboards with an intuitive user interface that eliminates dependency on IT
- Provides the foundation for an effective corporate compliance program with retained call history, on-demand call searches and alarms to enforce compliance

- Provides searchable call history for compliance and legal investigation
- Enhances raw CDR with cradle-to-grave call tracking and organizational hierarchy to drive security and department analysis (Platform-specific feature)
- Unifies the reporting of voice interactions from various platforms for single-pane-of-glass visibility
- Supports audit trails of calls made and received to comply with government regulations, ensure compliant data availability, and provide user-defined automatic destruction of aged data

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