

# Report & replay



Record, playback, review, archive and email calls with Glamorgan Telecom Call Management Solutions

What you get with GT

- Smart software that plugs into your existing phone system to monitor calls on every level
- A call management suite that provides call recording integration if required
- Browser-based and mobile optimised, you are simply one click away from searching, storing and reporting on your inbound and outbound call logs
- Customisable dashboards to schedule and run detailed reports, collate specified data and improve your call process
- Improve employee performance, enhance customer interaction and protect against 'who said what' disputes
- Accurate unreturned missed call figures to enable rapid recovery
- Premier report function to access real-time call stats, monitor call queues and meet SLA's

Drive the performance of your business with GT's easy to use Call Management Solutions



Glamorgan  
Telecom  
Voice & Data Specialists

**CALL US: 0345 872 6411**  
or visit [www.glamorgantelecom.co.uk](http://www.glamorgantelecom.co.uk)