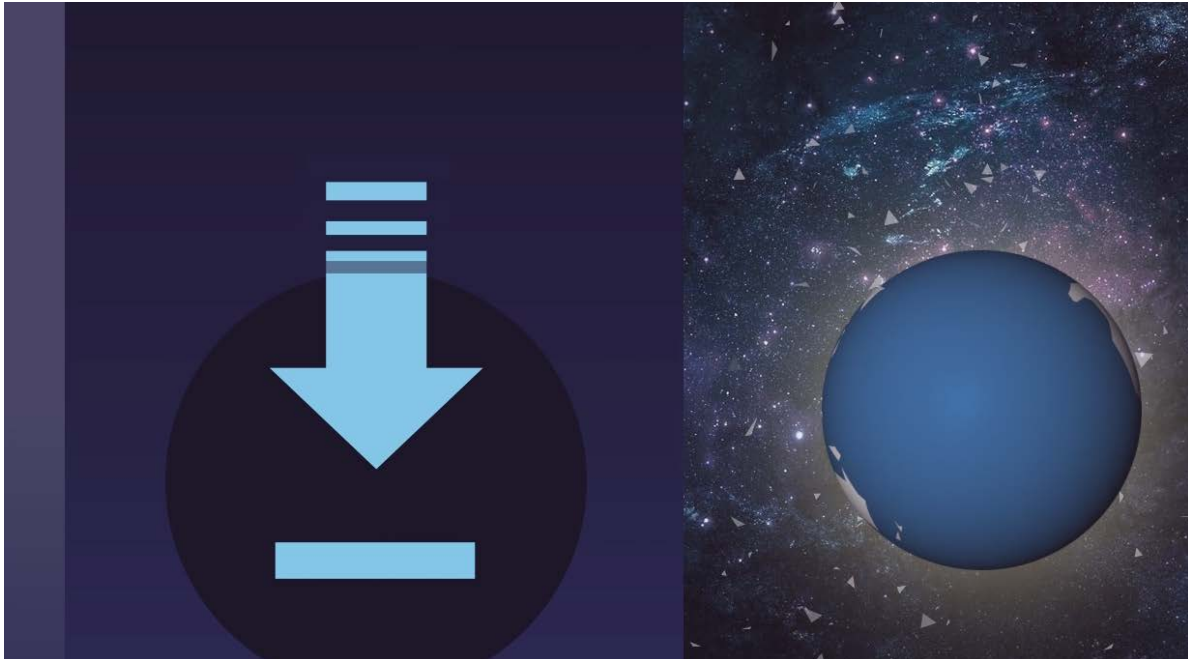




**NT neotel**

**Monitoring Module Dossier**

## YouTube



*Monitoring Module Video*

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### **Monitoring Module Video**

The supervision and control over your business that Neotel offers you with its monitoring module allows you to keep track of the evolution of the staff in your charge and the treatment your client receives.

Get a record of outgoing and incoming phone calls from your company with the call recorder. No need to buy or install hardware, staying for two months available to download where and when you want.

With the Spy and Whisper module, listen to any calls made or received by your company. Contact the operator who is speaking with the client to guide him on the call, without being heard on the other side of the line. Control and improve the training of your workers. And all this without installation. Neotel is responsible for connecting the Spy and whisper to your company's telephone network.

Finally, if you make sales or contract by phone, you can call your users and verify those sales with third-party verification.

The Neotel monitoring module allows you to know the quality of your service to the customer, being a learning and training tool that will have a positive impact on your external communications.



This module allows you to keep track of the evolution of your staff and the way your customers are treated.

## Recorder



**The recorder records incoming and outgoing calls. Available to listen and download for two months.**

With the premium recorder you will have the recordings at your disposal forever. With 1TB storage (Terabyte)

## Spy and Whisper



With the Spy and Whisper module you will be able to listen or intervene in any call that your company makes or receives. Guide the agent in the call.

## Third Party Verification



If you make sales and contracts over the phone, call your users and verify your sales with third-party verification.  
If in your sales you need verbal consent from the customer, request Neotel's third party verification service.



Know the quality of your customer service.



Train your employees.



Improve your external.



**Control for your business.**

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