Engage WFO SaaS™

Optimize your call recording and WFO with budget-friendly, easy-to-deploy cloud services!

Engage WFO SaaS™ (Software as a Service) is an excellent option for your business and contact center call recording. The service satisfies regulatory and industry compliance, while enabling higher service quality, fresh market intelligence, dispute resolution, and liability mitigation. Engage WFO SaaS is a SOC 2-compliant service provided through TelStrat's or your provider's data center.

The service is ideal for UCaaS subscribers or those with premise UC platforms seeking cloud based call recording solutions. TelStrat continually enhances the service with the most desired capabilities to maximize these big advantages:

- No additional infrastructure investment

- Focus IT resources on key initiatives, not maintaining software

- Quick and easy deployment

- DOD-grade security and reliability

- Secure, reliable SOC 2-certified

TelStrat and its service provider partners deliver highly-reliable, secure connectivity to reduce the risk of service delivery. The service records 100% of calls, increasing productivity and customer satisfaction. And, organizations can easily ramp capacity to meet seasonal call volume spikes.

Engage WFO SaaS is a managed cloud service deployed in TelStrat's (or a provider partner's) data center and networked to your telecommunications infrastructure, whether through your hosted provider or with your own premise UC platform. Our experts are here to get you up and running quickly!

Who Benefits from This?

Customers who are ready to benefit from hosted applications but have a remaining investment in their UC platform can transition their recording and WFO to the cloud, allowing them to leverage existing infrastructure.

Customers who find their legacy WFO solutions to be too complicated, expensive to maintain, or suffer from untimely support are prime candidates for Engage WFO SaaS! TelStrat's subscription service makes it easy and budget-friendly to move to the cloud and benefit from always current, next generation call recording and WFO.

For customers who have mission critical compliance recording requirements or need redundant recording for disaster recovery, Engage WFO SaaS is a reliable, proven solution. True multi-tenancy provides scalability for large enterprises and BPOs with client requirements and SLAs for 100% recording. Implement redundant recording to ensure timely access to your recordings for business practices supported by a third-party outsourcer.

Call recording & WFO benefits

- Higher service quality
- More timely review of customer requests
- Satisfy regulatory compliance requirements
- Capture perceptions, needs, and preferences
- Resolve disputes quickly
- Improve training efficiency
- Reduce misconduct and threat calls
- Provides options for flexible redundant recording

Ultimate scalability and compatibility

Engage WFO SaaS scales from tens to thousands of seats at one or many sites, making the service a great fit for organizations of any size. The multi-tenant architecture and TelStrat's global footprint support the requirements of BPOs and large global corporations. Subscriptions include new features automatically, and TelStrat provides responsive expert support. With turnkey services and an attractive OpEx model, TelStrat makes transitioning to the cloud easy and cost effective!

Visit www.telstrat.com/cloud-based to learn more, or contact us at 972.543.3500.