



Call Recording Powered by MiaRec

Enhance your Business Unlimited solution with Northland's call recording software. Designed with an innovative call recording architecture, this add-on offers advanced contact center-like functionality with call recording, live monitoring, reporting, quality management and speech analytics.

Features

Call Recording: Web-based user interface, industry-leading scalability, call search and playback, on-demand recording, look back, centralized multi-site recording and more—all integrated with your phone system.

Quality & Performance Monitoring: Improve service quality and performance with live monitoring, customized scorecards, and reporting.

Speech Analytics: Search voice content effortlessly and improve operational efficiency with advanced search options and easy call retrieval.

Compliance-Ready: Secure package complies with PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, FSA and more.

Benefits

- + Enhance customer service & agent productivity
- + Improve operational & sales efficiency
- + Resolve disputes quickly & minimize liability
- + Improve marketing & business intelligence
- + Comply with legal requirements
- + Increase security

Packages & Pricing



BASIC

\$9.00

per recorded person
per month

- ✓ Call Reporting
- ✓ Real-Time Dashboard
- ✓ Search & Playback
- ✓ Download Audio Files
- ✓ On-Demand Recording
- ✓ Lookback Technology
- ✓ Import/Export Recordings
- ✓ Call-Flow Reconstruction
- ✓ Multi-Site Centralization
- ✓ 30-Day Storage



SECURE

\$17.00

per recorded person
per month

- Basic, plus:*
- ✓ Live Monitoring
 - ✓ Agent Evaluation
 - ✓ Pause/Resume
 - ✓ Encryption



ENHANCED

\$19.00

per recorded person
per month

- Basic, plus:*
- ✓ Live Monitoring
 - ✓ Agent Evaluation
 - ✓ Pause/Resume
 - ✓ Screen Recording
 - ✓ Speech to Text

Storage Add-Ons

90 Day: \$5 per user per month

365 Day: \$20 per user per month