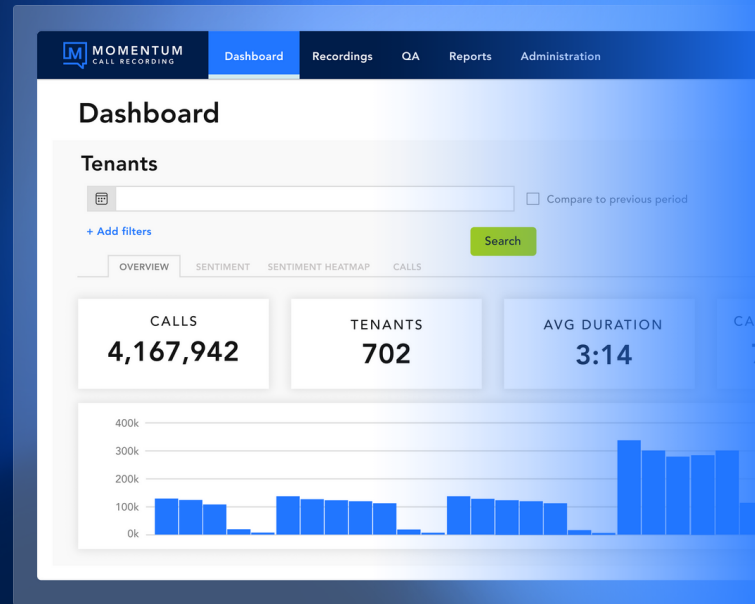




CALL RECORDING

Make better business decisions with real-world insights



Listen between the lines

There's a lot of value hidden in your business's voice calls — Momentum can help you unlock it.

Increase agent productivity and operational efficiency while also enhancing security and compliance with a first-of-its-kind AI-driven recording engine designed specifically for Microsoft Teams and SIPREC-enabled gateways. Access advanced functionality, including live monitoring, reporting, transcription, and speech analytics to improve both your customer experience and resolution rate.

Momentum makes it easy to get the most from your customer calls. We'll show you how.



HIGHLIGHTS



Access recordings from any device via an intuitive, user-friendly web portal.



256-bit AES file encryption and SSL/HTTPS security on recording access.



Audit logs compliant with HIPAA, PCI-DSS, and other regulations.



Get dedicated help with 24/7 high-touch support



Cloud-native and fully certified with Microsoft Teams.

Integrated, automated, and secure call recording

Deploy the most widely interoperable and scalable call recording solution on the market, interoperable with virtually any endpoint. Generate statistics for calls, days, groups, agent performance, and more with custom reporting and unlock new functionality through Momentum's comprehensive product portfolio, all within your browser.

Automatic screen recording*

Synchronize call recordings with video of the call handler's desktop. Improve compliance, training, customer service, and general oversight by capturing both customer interactions and agent activity.

Advanced speech analytics*

Phonetically index recordings for easy retrieval and reporting, categorization, alerting, and isolation of calls based on spoken word criteria. Search for, retrieve, and play back calls by any keyword or phrase they contain.

Tailored agent evaluation*

Create and apply custom evaluation forms to recordings to monitor each agent's calls and grade their ability to resolve customer issues. Improve training, agent performance, script development, and more.

AI-enabled tools

Simplify auto-score expressions by using syntax to create patterns for AI to match phrases within the text while saving time with automatic transcription.

Comprehensive recording options

Leverage centralized multi-site call recording that supports both on-demand and automatic call recording. Monitor agent calls in real-time to provide guidance and pause or resume recording at any time.

Get the insights you need

Record even calls that are already in progress with Momentum's Look Back feature. Easily search for and retrieve calls by any parameter and customize your retention period to meet your needs.

Why Momentum?

750+

CARRIERS AND SERVICE
PROVIDERS

8,000+

MANAGED NETWORK
CONNECTIONS

630K+

COLLABORATION
USERS

Find the value hidden in your voice calls with Momentum

Deploy a call recording solution that helps streamline dispute resolution, comply with industry regulations, increase productivity, and create a better customer experience. Talk to sales today.

[BOOK A MEETING](#)

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