

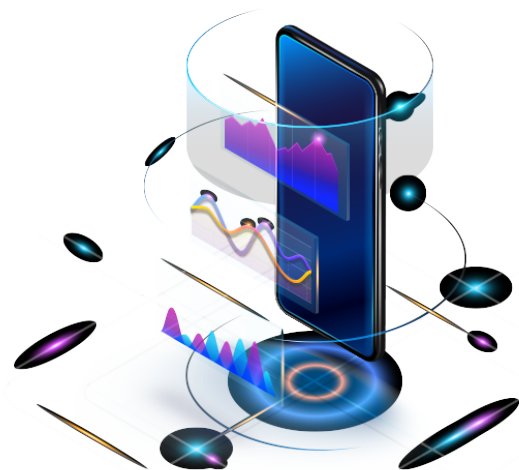


QualTap is a comprehensive, robust and easy to use trunk side voice recording platform for Microsoft Teams Phone System Direct Routing or any PBX. QualTap provides complete visibility of customer calls and enables administrators to search records based on a variety of data points

QualTap provides a centralized recording platform for multiple PBX or SBCs in the enterprise. The platform supports encryption and pause-and-resume voice recordings for compliance requirements.

Features

- Automatic and rule based recording
- Download/Export recordings
- Pause & Resume
- Real Time Monitoring (Silent/Barge-in)
- Comprehensive reporting
- Quality Evaluations & Scorecards



Security and Compliance

- Voice file and data is encrypted end-to-end
- Pause & Resume for compliance
- Email notifications on specific events
- Integration with backend systems through APIs for reporting or compliance

