Uncovering the Benefits of Call Logging Software by Lanonyx

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LONDON,UK ([RPRN](#)) 10/31/13 — Have you ever contacted a bank or large company only to be told that some of the calls are being monitored for training purposes? This being the case you can be certain that they're using some type of call logging software. The fact is that this type of software is becoming big business as more and more companies are using it. So what exactly does it do and why is it used? In essence call logging software carries out two basic functions. The first is to log all phone calls (this means both the time and date that they were made). The second function is to record any given conversation which can then be played back at a later date. So what are its benefits?

Improving Customer Service

Many companies will use call logging software to help them improve customer service. By logging and recording customer facing conversations, it's easy to identify where an aspect of customer service just might be improved. On the flip side call logging software can be used to identify [excellent customer service](#) and can be played back in training sessions to encourage others.

Helping the Busy Company Executive

If you are a business executive with a busy schedule, there may not always

be time to factor in meetings. Using call logging software you can conduct meetings over the phone knowing that the details of that meeting are recorded. This means that you can refer to it at a time that suits and you need to extract some important information.

Private Call Logging

In some instances families may want to install call logging services for private reasons. It may be a parent who suspects their teenage son or daughter is hanging out with the wrong crowd. Alternatively, it could be something as drastic as a wife or husband who suspects that their partner is cheating. The software can easily be installed on any phone, whether this be a landline or mobile and any information is easily retrieved.

Multiple Call Logging

Call logging software can also support multiple lines and extensions, sometimes into the thousands, and as a result, large multinationals can use it to highlight many areas such as performance management, call cost control, and call capacity management all of which could identify areas which need addressing .

So How do you Check Call Logs?

In most cases the majority of companies who manufacture call logging software will allow you to access all logs and recordings of calls made on their website. Generally speaking you're given a private access code which only you should know and then you can click on any call and play it back should you wish. It stays there until you erase it and once erased it can't be retrieved. So you have total control and it is therefore pretty much tamper proof.

As you can see, call logging software is of great benefit to many people for many purposes and as such there are a variety of software packages to choose from. There are also a multitude of online websites selling it such as [Lanonyx](#). For this reason it pays to do your research, so that you can find the

right package to suit your needs.

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