VoiceLog provides state-of-the-art Third Party Verification and Call Recording services. For more than a decade and nearly 100 million calls processed, VoiceLog has been the trusted partner to hundreds of companies.

VoiceLog's experience, capabilities and history of innovation allow us to work with you to find the right combination of services you need, at the price your company can afford.

Features

- Flexible and customizable solutions, including Live Operator TPV, Automated Scripted TPV and Call Recording options

- Immediate call record and .WAV file access, for quick and easy access to customer files via a secure website

- Accurate and flexible reporting tools, providing easy-to-read data on customer order and interaction trends

- State-of-the-art redundant call centers and IVR servers to maximize uptime

We understand that reliability is key. Let us ensure that your customer verification process happens flawlessly, every time.

VoiceLog.com

VoiceLog
Verification Services

Call us at 800.830.9896
www.voicelog.com

A division of BSG

VoiceLog
Verification Services

Powerful.
Flexible.
Cost-Effective.

Third Party Verification and Call Recording Services

- Real-time data post
- Back office integration
- Open source platform
- Live callback verifications
- VoIP (SIP) compatible
- Real-time access to audio recordings

AUTOMATED SCRIPTED TPV

With VoiceLog's Automated Scripted Third Party Verification (TPV) solution, professionally recorded statements and questions are played to your customer, and our system captures their confirmation of their order information. Our Speech TPV tool uses advanced speech recognition technology to pick up their "yes" or "no" answers. With customizable scripts and reports, automated scripted TPV can best match your business needs.

VoiceLog also offers Automated Scripted Third Party Verification with Quality Control. This allows you to define criteria that are important to your customer interactions, and grade all completed calls based on these criteria. You capture all necessary information, while ensuring that you are optimizing every interaction with your customers.

Consistent Quality

Automated Scripted TPV system provides consistent, high quality verification of every order placed. You can be assured that your entire text will be read to your customer, in the precise order you require.

Convenience

VoiceLog's flexibility allows you to choose the most convenient way to receive your verification results. For all of our Automated Scripted TPVs, all responses are recorded, stored and can be retrieved via web or phone. We also report the results of your call back to you in the format that best fits your needs.

CALL RECORDING

VoiceLog's Call Recording services allows your agents to provide a personal touch while directly capturing their interactions with customers. We record the "wrap-up" conversation between a sales agent and customer, a powerful way to document and listen to your organization's telephone conversations. We can record and convert the conversation into many different media types for transmission and storage.

Unlimited Uses

Beyond authenticating and verifying each order, you can use Call Recording to analyze and pinpoint ways to enhance the quality of agents' customer interactions, train in-house agents, and store important phone interaction information securely online, offline and offsite.

Advanced Technology

Our advanced technology and high level of personal service are designed to meet your customer verification needs. With uptimes at 99.9%, flexible and customizable programs and easy to use retrieval formats, VoiceLog has the right call recording solution for you.

LIVE OPERATOR TPV

VoiceLog's Live Operator Third Party Verification (TPV) products offer highly personal, reliable and fast verification of each customer order with an objective third party, providing the optimal authentication solution for your business and its customers. Our highly trained service specialists confirm orders directly with your customers, in either English or Spanish. You can elect to have these operators support automated voice verifications through our "zero-out" functionality or to have them handle your entire call verification.

Human Touch

Your customers deserve an excellent experience with a human touch. Electing to use a live operator ensures high quality verifications at top tier service levels. No matter the size of your company, our Live Operator option provides you with a customizable and cost-effective solution to meet your verification needs.

Reliability

Businesses need a customer verification system that is both reliable and profitable. VoiceLog's Live Operator TPV enables companies to better qualify customers and increase consumer satisfaction. VoiceLog is essential to protect your company's interests, while providing customers with peace of mind for every order they place.

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