



TRUST+

Transform Quality In Customer Service Through Transparency

SHARED CALL RECORDING

Trust+ by ServeMeBest brings a new level of transparency to phone-based customer care interactions. It is an innovative toolset that enables any service provider to show their commitment to quality and openness in customer care, delivering a clear competitive advantage.

The core feature of Trust+ is the unique ability to enable callers to choose to record and retrieve their conversations with service providers.

SHOW YOU'RE DIFFERENT

In the customer care business, quality is everything. By giving callers access to recordings, you are sending powerful messages:

- We are an open organization and proud of our staff
- We are committed to quality and confident in our processes
- We trust and respect our customers
- We innovate to show we are different from our competitors

SERVEMEBEST
winning transparency



CERTIFIED TRANSPARENCY

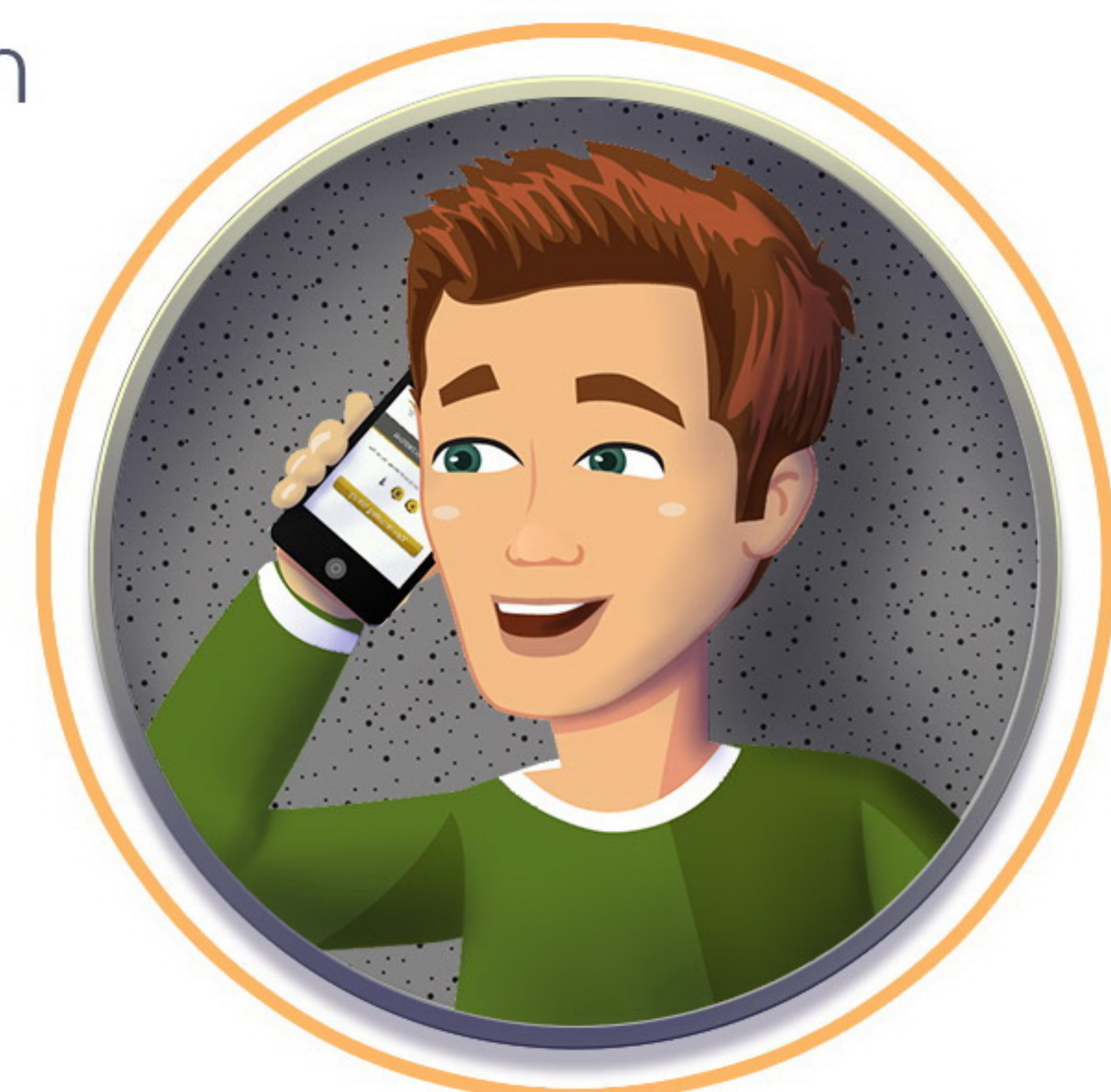
Trust+ offers not only an eye-catching enhancement to the

customer experience, it enables you to maximize the benefits through compliance with the Customer Service Transparency Standard (CSTS).

This unique certification, independently audited by AJA Group, is a compelling sales tool that proves your commitment to the highest standards of quality.

KEY BENEFITS:

- Show your commitment to quality in customer care
- Improve staff and customer satisfaction through increased civility and reduced disputes
- Increase voice interactions, leading to opportunities to cross-sell and up-sell products
- Cloud based solution – quick to launch
- Licence fees based on usage
- Access instant caller feedback via the integrated survey feature



HOW IT WORKS

Trust+ is an integrated point solution for PBX systems. Following a simple PBX and IVR configuration, your callers will have the ability to ask for their calls to be recorded and stored on secure data servers.

The caller calls your service number, and hears a new IVR offer such as this:

This call may be recorded for quality assurance and future reference. If you wish to record and receive a free copy of this call recording, we will text a link to your cell phone. Press 1 for Yes, Press 2 for No.

The caller can accept the offer via their keypad, their cell phone number is captured and recording starts. Then, the caller is redirected to your service queue. After the call is completed, the caller receives an SMS.

To access your recording please click on this [link](#).

When the link is clicked, the recording can be accessed via the cell phone browser. The caller may also choose to register and access their recording history from any device.

ADMINISTRATION FEATURES

Your authorized staff access the Trust+ recordings via a secure browser interface.

Search tools enable quick retrieval of particular recordings, which can be played back or downloaded. You can also choose to send the recording to the customer, by sending an SMS or email with the recording link embedded. You can set an expiration date and time for each recording.

OPTIONAL FEEDBACK OPPORTUNITY:

The service allows you to configure a short caller survey, to be displayed before recording access. This is an opportunity for valuable instant feedback.

KEY FEATURES:

- No impact on existing recording systems
- Supports calls from all phone types including cell phone, fixed line and VOIP.
- Support for SIP and IAX protocols
- Deploy in-house or use cloud service
- Record with a single key press
- Recording links by SMS
- Priced by recording volume
- Secure PIN option for retrieval of recordings

