

Effective Call Centre Solutions Call & Screen Recording for Workforce Optimisation

capturing real-time intelligence, delivering real-time results



A tightly integrated, modular suite of contact centre solutions for voice and screen (interactions) recording, quality management, performance management, agent coaching and workforce optimisation. This leading solution has been deployed in over 25 countries to over 1000 customers. The VPI Call Recording solution delivers real benefits to call centres, regardless of size. With its modular application suite, VPI can be easily built and deployed, ensuring increased functionality, improved cost benefits & workforce optimisation.



Call Recording Modules

Voice & Screen Interaction Recording

The most reliable, flexible, and feature-rich recording solution available

Quality Management, effective call evaluation and KPI

Proactively improve customer experience, loyalty, and value

Agent Coaching and Training

Improve agent efficiency and enhance productivity

Performance Management

Targeted information to drive real-time, performance improvements



With VPI comes secure, unified, Web based access to our modular suite of contact centre solutions and integrated third-party applications. Users can customise and personalise their own home page so they can quickly and efficiently navigate directly to the features and functions that meet their specific needs.

Contact Data Track to arrange a demo or to discuss your requirements in more detail.

