

Call Recording for Education

Call Recording for Campus Emergency Response Management and more...

Call Recording and Education

Call recording provides enhanced communication between teachers and students, and ensures that administrators and campus security have real-time awareness and quick response time to emergency events.

- **When inclement weather or emergency** crises occur, acquire proof of process management in the sharing of critical information and crisis details to student and parent phones.
- **Inter-office and classroom** communications are with intelligent paging and intercom can be recorded.
- **Bomb threats and harassing calls** are recorded from the beginning of the call, even when the threat occurs mid-call.
- **First Responder teams** are immediately notified when and where 911 has been dialed.
- **Deans, Presidents, Teachers Counselors** and staff can each have their own personalized Dashboard.

A call is placed to crisis and immediately a recording is available to alert 911, the Dean, friends, and family of the caller.

However, in addition to the general and well understood security benefits of call recording we believe it is the not so obvious, non security related call recording applications that prove useful in terms of sustainable ROI and funding for recording application:

- **Education-based Contact Centers** requirements student organizations utilize contact centers for fund raising programs.
- **Student health centers** operate like any other hospital and carry the same regulatory requirements for HIPAA and MIPPA compliance.
- **Campus based crisis lines** are used for many purposes, each of which carry their own unique requirement for recording.
- **Alumni fund business development** teams work with volunteers to organize special fundraising events, recruit donors and serve as personal campus liaisons for all donors.
- **Athletic recruiting** is becoming a more highly regulated activity and recordings allow schools of all sizes to ensure integrity of recruiting procedures are consistently practiced.

