



CALL TRACKING

SmartMail will provide a special phone number so you can track and record all the calls your mail piece generates - in **REAL TIME**. You will be able to **HEAR** the calls from recorded audio files in the cloud. This helps you better understand how your team is handling the calls and allows you to make on-the-fly modifications to how the calls are handled.

- Listen to recorded calls. Due to privacy regulations, only the customer dashboard owner can hear the calls when they login.
- Refer recorded calls for training and quality assurance
- Get a local or toll free number for your direct mail campaign. Every call that comes in will be tracked and recorded
- Receive full data on WHO is calling in
- Full demographic data on callers
- Visually stunning display isolating each caller on Google Maps
- Secure access to incoming calls and recordings

