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How is capturing mobile interactions done?

Avdor CIS's collaboration with Mobile2CRM offers organizations a cellular global mobile service. There is no need to change the employee's cellular package with the mobile operator. The employee's mobile device is assigned a virtual number owned by the organization. This supports the growing BYOD (bring your device) trend, since employees could use their current service for business purposes. This generates quick ROI even in the recruiting costs.

Installing an app with the virtual business number on the employee's device makes the mobile number the employee's official work number. This number is used for all business calls – incoming and outgoing, including text messages.

The unified integrated system manages the service and saves the calls on the recording server. The system has advanced search and playback capabilities for authorized users based on the company's permissions.

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Crystal Quality All-In-One Cellular Recording

CIS Mobile Call Recording System for TDM, VoIP, and GSM
On one server, managed with a unified/converged view, including Screen and SMS.

Adding a virtual mobile number on top of the operator's mobile number

The virtual number is used as a business number and enables strict separation between personal and business mobile phone use. This feature enables:

- Recording of all Text messages (SMS) and calls generated using the business number (which remains in the organization upon employee work termination)
- BYOD support: Employees are no longer required to carry two handsets or change their private mobile numbers
- Business number advanced features, such as: Out-of-Office after working hours, Organization announcement at the beginning of the call, group calls, etc.
- Per call for incoming and outgoing calls
- Handset memory or the device data package is unaffected
- Regulation compliance (including iPhones)