

Retell makes mobile phone call recording easy for BlackBerry and Android users

Submitted by: Retell

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UK call recording hardware and software manufacturer Retell have launched a new hosted mobile phone recording solution that they believe will make mobile call recording affordable to small businesses and single handset users. In addition the solution will include a ground breaking GPS system allowing businesses to track their workers movements improving both security and efficiency.

Mobile handset recording first hit the news in 2011 when the FSA instructed certain financial trading organisations to record mobile calls. However Retell believes, this did not result in the huge take up of mobile recording vendors were expecting as some regulated firms found ways to circumvent regulation or avoid recording large numbers of handsets, in many cases due to the high costs involved. The resulting low levels of investment in the market meant some vendors failed to provide products that came up to scratch leaving customers disappointed.

Steve Cobley, Managing Director at Retell said, 'We always believed that the market for mobile recording would mature when the expected surge to comply with the FSA died down and new, more affordable technologies became available to small and medium sized business owners. So we are delighted to be leading from the front, offering customers an affordable and secure mobile phone call recording option with GPS tracking'.

Now Retell has created their own Mobile Call Recording (<http://www.retellrecorders.co.uk/product/hosted-mobile-phone-recording/>) software and platform in conjunction with long-term technology partner Mainstream Digital. Retell's proven Sense Call Recording engine is hosted alongside Mainstream's hardware and flexible user management software in a UK data centre. The solution, which works on all mobile networks, is extremely secure, working to some of the highest standards of encryption publicly available and with pricing at only £20 per handset, per month and discounts available for volume Retell believes it to be the best value on the market for doctors, solicitors, delivery companies and many more.

Retell claim some innovative features including a voice announcement to say calls are being recorded, unlimited UK hosted call storage, easy access to calls via secure website and ground breaking options for SMS and GPS tracking. BlackBerry handsets are the first to be compatible with this new service quickly followed by Android and other smartphones in the next few weeks.

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Retell have been manufacturing call recording products for over 25 years and are one of only a small handful of call recording circuit card manufacturers in the world.