Mobile Record and Store Now

At-a-Glance

TTEC Digital has made meeting the new regulations set by the Centers for Medicare and Medicaid Services (CMS) regarding field agent call recordings easy with cloud-based Mobile Record and Store Now.

Overview

Mobile Record and Store Now gives field agents all the tools they need to meet CMS compliance for calls with beneficiaries. Field agents must record all calls with beneficiaries in their entirety, including the enrollment process, for the upcoming CMS deadline of October 1, 2022.

CMS Compliance Made Easy
Field agents can easily record, store, and retrieve calls with prospective and current beneficiaries for up to 10 years.

In-the-Field Call Center Capabilities
Mobile Record and Store Now goes wherever a field agent does—whether that's on the road, in the office, on a cell phone, or anywhere in between. Agents can host meetings, message beneficiaries, and access centralized administration capabilities for straightforward communications.

Omnichannel Simplicity at Your Fingertips
Switching from a phone to a laptop, or from a phone call to a video chat is simple with Mobile Record and Store Now with Cisco's Webex Cloud Calling.

Customized Software Licensing
Mobile Record and Store Now has flexible licensing options that allow for pausing or cancelling as needed.

Find out how TTEC Digital can help your business.

www.ttecdigital.com

TTEC Digital Has a Dedicated Healthcare Practice with:

17
years of experience

250,00+
MA Enrollments

5,000+
licensed agents

3
years of YoY improvement
in conversion

Key Features

Mobile Record and Store Now uses cloud technology to quickly bring field agents up to speed.

Cross-channel Cloud Calling, Recording, and Retrieval
This feature provides a full range across devices, so calls will come through on any connected device. Recording, storing, and retrieval of sales calls are all easily accessible for compliance.

Centralized Communications
With Mobile Record and Store Now, communication methods like calling, meetings, and messaging are streamlined in a single app.

Efficient Service and User Management
Managing services and users is a painless one-stop shop in the app.

Private and Confidential Cloud Call Recording
Dubber, Webex's compliant native recording solution, enables private and confidential cloud call recording for voice, video, and chat. Recordings are transcribed and can be replayed and reviewed at any time. Keyword alerts and AI-enriched insights are also included.

Request More Information
To explore how Mobile Record and Store Now can pave the way to CMS compliance by the October 1, 2022 deadline, visit ttec.com

About TTEC Digital

TTEC Digital is a full-service Customer Experience consulting and solution delivery provider focused on helping organizations create better experiences for their customers. With an unparalleled breadth of knowledge and experience, and partnerships with leading technology vendors, TTEC Digital is uniquely suited to address any CX challenge.

Our portfolio of solutions and services supports our unique approach to Customer Experience, which incorporates the power of data throughout two key phases to achieving CX Transformation. Our CX Design solutions and services aid in the process of defining and improving CX. From journey mapping to CX design thinking, we provide the support you need to set the foundation for CX success.

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