

# USING THE CALL RECORDING SOLUTION

Powered by **CoverageForOne**<sup>®</sup>



**Dial 248-356-8586**

Have your NPN, PIN & client's phone number ready. Client can also be on hold.



**Enter your NPN**

3 unsuccessful attempts ends the call



**Enter your PIN**

3 unsuccessful attempts ends the call



Client needs to be contacted

**Add client to call**

Client is already on hold

**Press 1**

**Merge call**

1. Start a new call  
2. Dial customer  
3. Merge call

**Press 2**



**Recording begins**



**Both agent & client hear recording & CMS disclaimer**



**Conduct & end call as usual**

No additional actions are necessary

