

A Snapshot of Call Recording in the USA

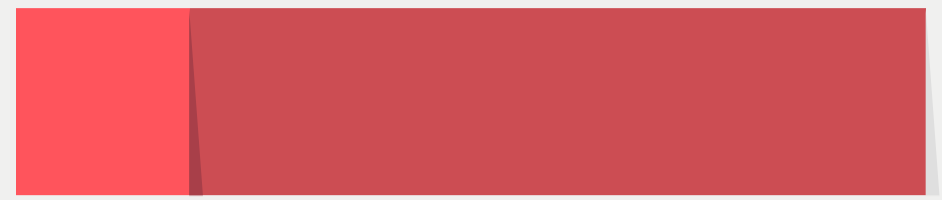
We surveyed a sample of US small and medium businesses (SMBs) about their organisation and their use of call recording. The results were pretty revealing.

% of US SMBs Who Use the Telephone to Conduct Business



93% Use Telephone
7% Don't Use Telephone

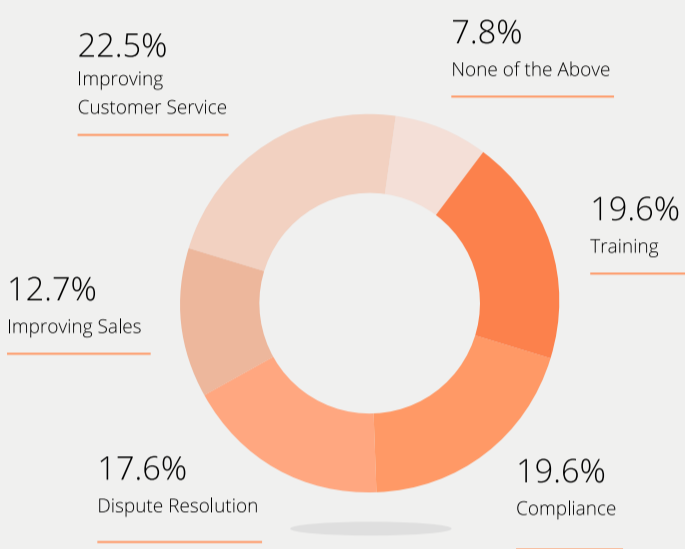
% of US SMBs Who Use Call Recording



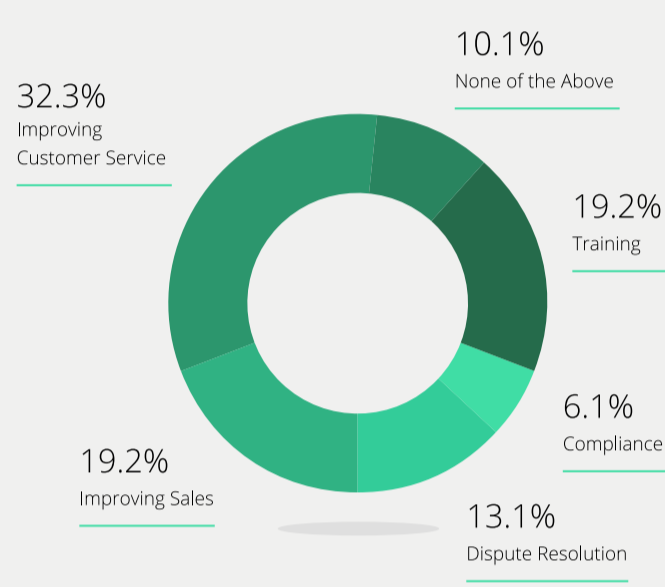
19% Use Call Recording
81% Don't Use Call Recording

Areas call recording is used in each industry

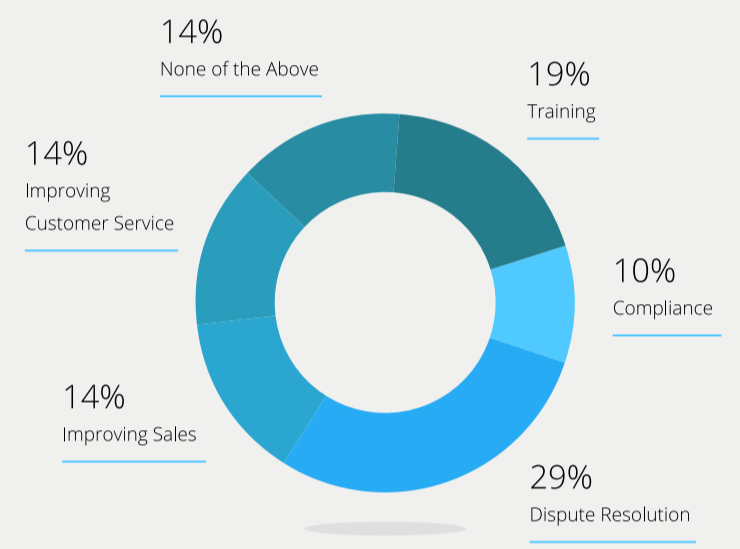
Health and Leisure



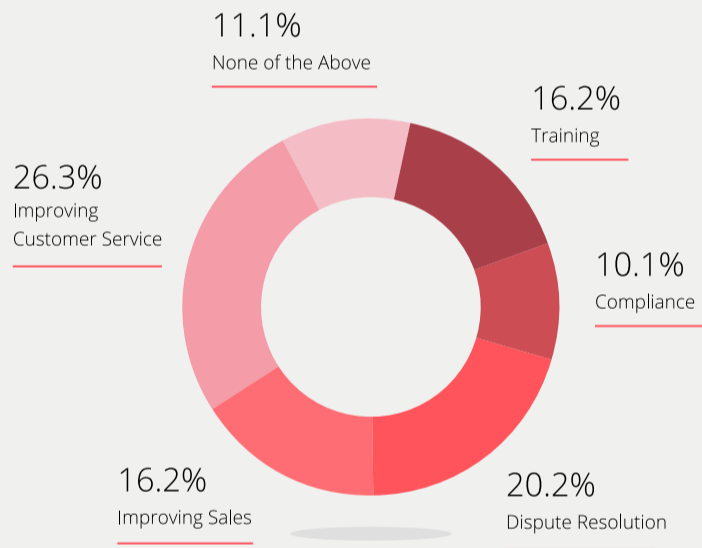
Food or Retail



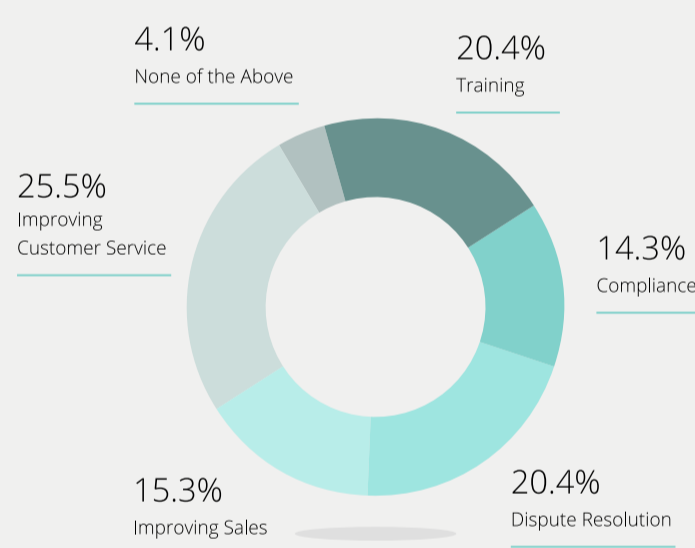
Freelance



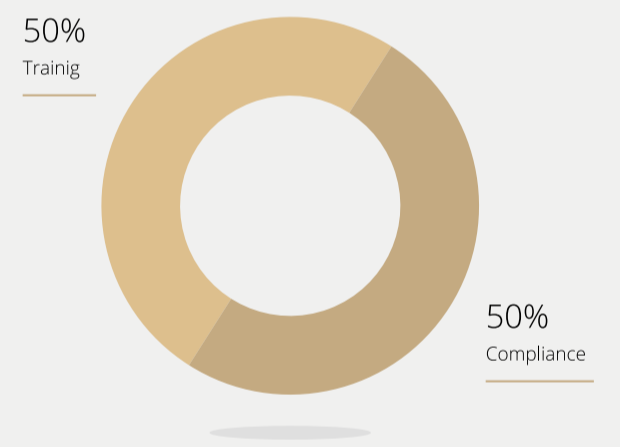
Other



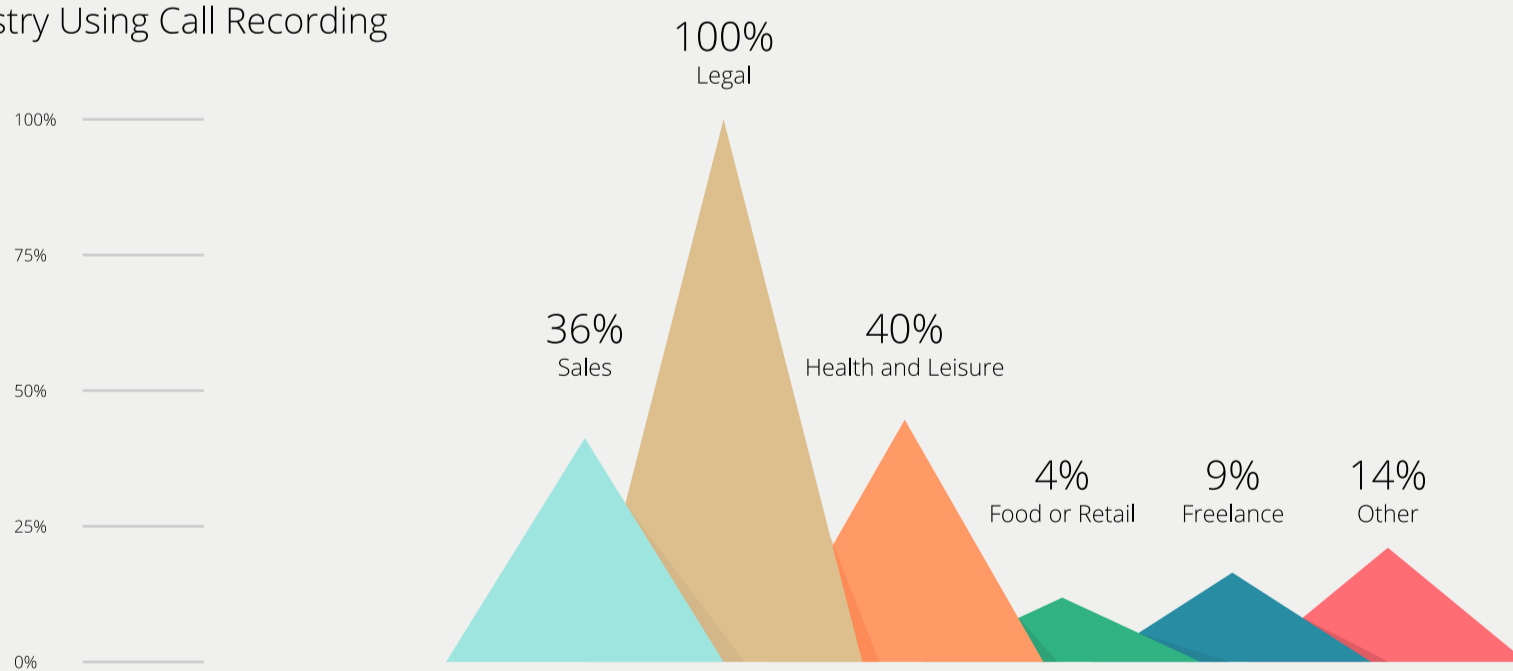
Sales



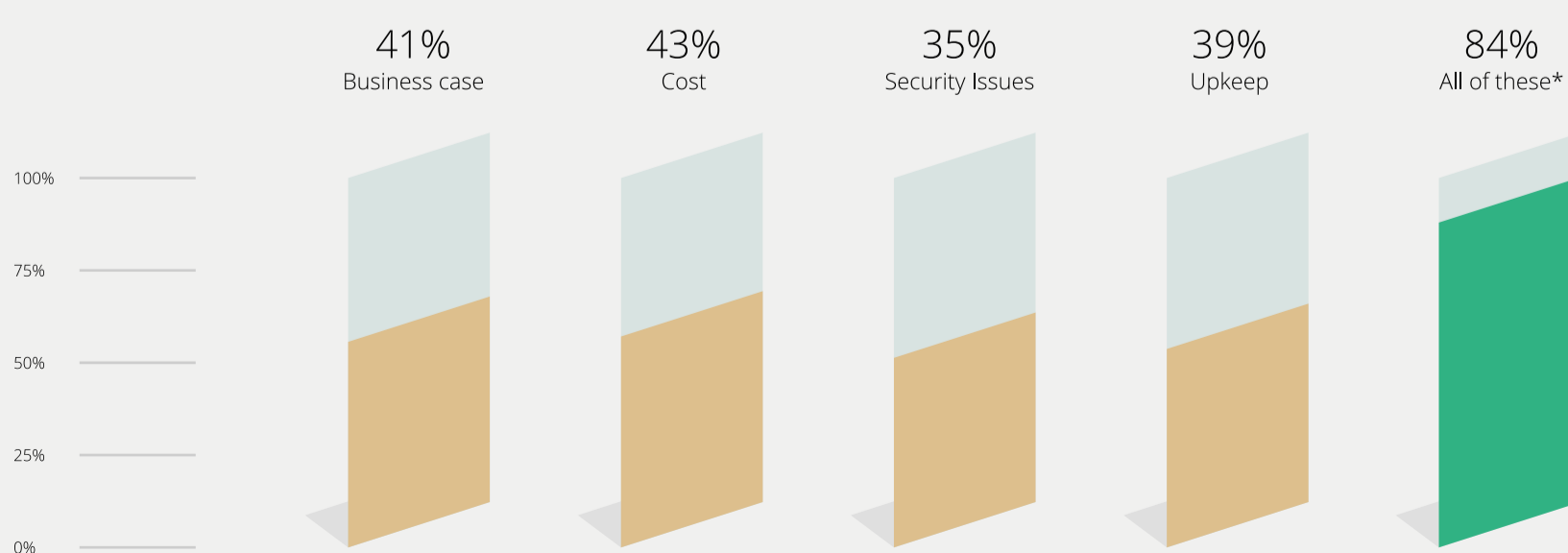
Legal



% of Industry Using Call Recording



Reasons for not Implementing Call Recording



*Sum is above 100% as it is a multiple choice.