



## Call Monitoring and Recording Consent Form

Influx Marketing uses sophisticated methods to best track and attribute what new customers are generated through your website. In order to do so fully, it is important that you understand what steps are taken to do this and to get your consent to it.

Influx will install a lead tracking system where phone calls coming in through your website and online digital presence are tracked, recorded and sometimes reviewed for quality and results of marketing efforts. These recordings are also available to the practice for training purposes and to provide feedback for on-the-job performance. If our services are discontinued at any point all tracking and recording information is deleted.

You acknowledge that it is your responsibility to inform the employees of your business or practice that they may be monitored at any time during phone calls without notification. Each employee's written notification will be given upon implementation of this guideline and then prior to his/her commencing employment. A signed copy of this guideline will be placed in the supervisor's documentation file.

In addition, customers will be notified of possible monitoring or recording through the provision of "this call may be monitored for quality assurance and training purposes" message prior to phone call connection.

This form acknowledges that you understand and agree to the use of Influx Marketing services of phone call tracking, recording and monitoring for the purposes of lead tracking, customer service training and job performance feedback when needed.

This consent shall remain in effect until the termination of our partnership or the revocation of my consent, in writing, to Influx Marketing, whichever occurs first.

Signature: \_\_\_\_\_

Name (Print): \_\_\_\_\_

Job Position (Print): \_\_\_\_\_

Date: \_\_\_\_\_