



● CALL · CHECK · PROVE

If you call, you must prove it.

Calling, checking and proving in one platform. A gate before every outbound attempt, AI review against your own checkpoints, and supervisor dashboards — on our own servers in the EU.

CALL

Outbound & inbound calling with a WebRTC softphone.

CHECK

An AI verdict on your checkpoints, with the citation.

PRO

Supervisor dashboards, reporting & management.

- ✓ GDPR-compliant · our own servers in the EU
- ✓ Local GPU processing · no cloud LLM
- ✓ Chain-linked audit trail · built for the regulator

Node24 B.V. (Amstelveen) × Bwiser B.V. (Almere)

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Hear 5%. Guess the other 95%.

In most contact centres a supervisor only listens back to a fraction of calls. The rest goes unheard. Coaching runs on anecdotes, compliance on samples, and risk on hope. CallCheckPro records every call and reviews what matters.

5%

reviewed manually

THE OLD WAY

100%

recorded, encrypted and searchable

WITH CALLCHECKPRO

“The platform was built next to a call centre that uses it every day. The gate sits in the call route, not in a screen: an agent should not be able to click past it, and neither should we.”

— Node24 × Bwiser, builder and user · **When in doubt, the gate closes**

RISK

Compliance on a guess

One false claim or missing legal disclosure you didn't hear is a fine you will get.

QUALITY

Coaching on anecdote

Without full data you train on whatever a supervisor happened to catch — not on real patterns.

EVIDENCE

No hard proof

A complaint or audit needs a findable, tamper-evident record — not a vague memory.

Call. Check. Pro.

One call, three systems.

A call moves through three systems — calling, checking, steering. CallCheckPro does all three. No loose tools stitched together; one environment from first dial to compliance report.

01 • PILLAR

Call

Outbound dialer or inbound routing — the call begins.

Call straight from the browser

A WebRTC softphone with no hardware or VoIP app. Progressive dialing with lead assignment for outbound; queues, IVR, voicemail and skills-based routing for inbound. Stereo recording with agent and customer on separate channels.

5 gates

BEFORE DIALLING

WebRTC

NO HARDWARE

Stereo

SPLIT CHANNELS

02 • PILLAR

Check

AI listens in — transcription, checkpoints, red flags.

A verdict with the citation

Every deal is transcribed locally and checked against your checkpoints, plus a sample per agent drawn across the day. A report per call with a score, transcript citations as evidence and red flags. If you want to move towards 100% of your calls, that is a question of GPU capacity.

Every deal

ALWAYS CHECKED

± 1 min

PER CALL

Local

OWN GPU

03 • PILLAR

Pro

Supervisor steers — live dashboards and reporting.

Coach on patterns, not on chance

Live supervisor dashboards with agents, KPIs, queues and live-listen. Trend reporting across 7 tabs with CSV export. Multi-tenant workspaces per client, with separate reporting and role-based access.

Realtime

DASHBOARDS

7 tabs

REPORTING

Multi

TENANT

Everything a contact centre needs.

From a WebRTC softphone to a chain-linked audit trail. The depth of an enterprise suite, set up for the speed of an SME contact centre.

CHECK



A verdict with the citation

Local transcription and checking against your checkpoints. Scores, red flags and transcript citations as evidence, automatically for every reviewed call.

CHECK



Chain-linked audit trail

Each line carries a hash of the previous one. Tampering is detectable. Instantly exportable and demonstrably regulator-compliant.

CALL



WebRTC softphone

Call from the browser. No hardware, no VoIP app. Works on desktop and mobile.

PRO



Supervisor dashboards

Live view of every agent, KPIs, queues and compliance. Live-listen and coach on patterns.

CHECK



Sentiment per call

Detect frustration and escalation risk in real time. Step in before a call derails.

CALL



Progressive dialer

Cooldowns, max attempts, busy-skip and intelligent routing. Maximum talk time per agent.

+ 18 MORE FEATURES, INCLUDING

• IVR & voicemail

• Skills-based routing

• Lead management & dedupe

• Stereo recording

• Redial cooldowns

• Pre-caller funnel

• Red flags + quotes

• Automatic summary

• Per-agent scores

• Reporting • 7 tabs

• Admin • 28 sections

• Goals & targets

• Multi-tenant workspaces

• Appeal an AI score

A report per call. With evidence.

Every call produces a concrete report: a score, passed checkpoints with transcript quotes as evidence, and red flags with timestamps. Ready for coaching. Ready for audit. And always appealable.

COMPLIANCE REPORT · EXAMPLE

Call #c-2847 · campaign energy-q2 · 02:34

91/100

- ✓ **Greeting & identification**
"Good afternoon, this is Maria from Eneco"
- ✓ **Recording consent**
"Do you agree that we record this call?"
- ✓ **Savings claim substantiated**
"€23 per month based on your usage"
- ! **Cooling-off period stated**
NOT MENTIONED – legally required · 02:10

30 checkpoints passed 1 red flag ↓ exportable as CSV / PDF



Tamper-evident audit trail

Each line holds a cryptographic hash of the previous one. Anyone who edits a record afterwards breaks the chain — and that is visible. Evidence you can produce in a regulator investigation or complaint.

#a8f211c
verified



#a8f222c
verified



#a8f233c
verified



No black box. A human decides.

Every AI report is appealable. The agent or supervisor files an objection with counter-evidence from the transcript; an administrator reviews and adjusts the score by hand where justified. Every appeal and decision is logged. The verdict is never final without a human decision.

Your calls. Your standard.

Fully configurable per workspace. Energy on the national Quality Standard, insurance on financial-conduct rules, you on your own brand rules. Define your checkpoints, we run the platform.

★ FLAGSHIP

Energy telemarketing

OUTBOUND • QUALITY STANDARD

Outbound campaigns for energy contracts with a preset of **33 compliance checkpoints** based on the national Quality Standard. Progressive dialing, lead management, savings-claim validation and a full audit trail. Built to regulator requirements.

33 checkpoints

11 red flags

Regulator-aligned

Cooling-off check

OUTBOUND • OWN BRAND STANDARD

Outbound sales & lead gen

AI monitoring on pitch quality, objection handling and correct follow-up appointments. Train your team on real data, not anecdotes.

INBOUND • OWN BRAND STANDARD

Inbound customer service

Queues with priority, call menus, opening hours, voicemail and a one-key call-back request from the queue. Every call is recorded; the inbound variant of the checkpoint set is on the roadmap.

OUTBOUND • OWN BRAND STANDARD

Retention & winback

Offers communicated correctly, no false promises, accurate logging. Protect your brand on sensitive calls.

INBOUND & OUTBOUND • CONDUCT RULES

Insurance & financial

Duty of care, disclosure obligations and correct product explanation. Configure checkpoints to conduct rules or internal standards.

CONFIGURABLE

Your sector

Telecom, healthcare, government, e-commerce. Any call that deserves a quality standard. Define your checkpoints — we deliver the platform.

Security without compromise.

Phone calls are personal data. CallCheckPro runs on our own servers, processes everything locally and lets nothing leak to external cloud services.



ISO 27001

Information security



ISAE 3000

Aligned



GDPR

Fully compliant



NEN 7510

Health information

Built to the requirements of these standards — not held as separate certifications. We share our security documentation on request under NDA.



Our own servers in the EU

Dedicated servers in a European data centre. No shared hosting, no third-party multi-tenant cloud.



Local AI processing

Transcription and analysis on our own GPU servers. No external traffic with customer calls. No cloud-LLM tokens.



Multi-layer encryption

VPN tunnel, mutual TLS with client certificates, API-key auth and cryptographic request signing.



GDPR compliant

Data processing agreement as standard. Configurable retention. No processing outside the EU. DPIA on request.



Tamper-evident audit trail

Chain-linked logging: each line carries a hash of the previous one. Tampering is detectable and instantly exportable.

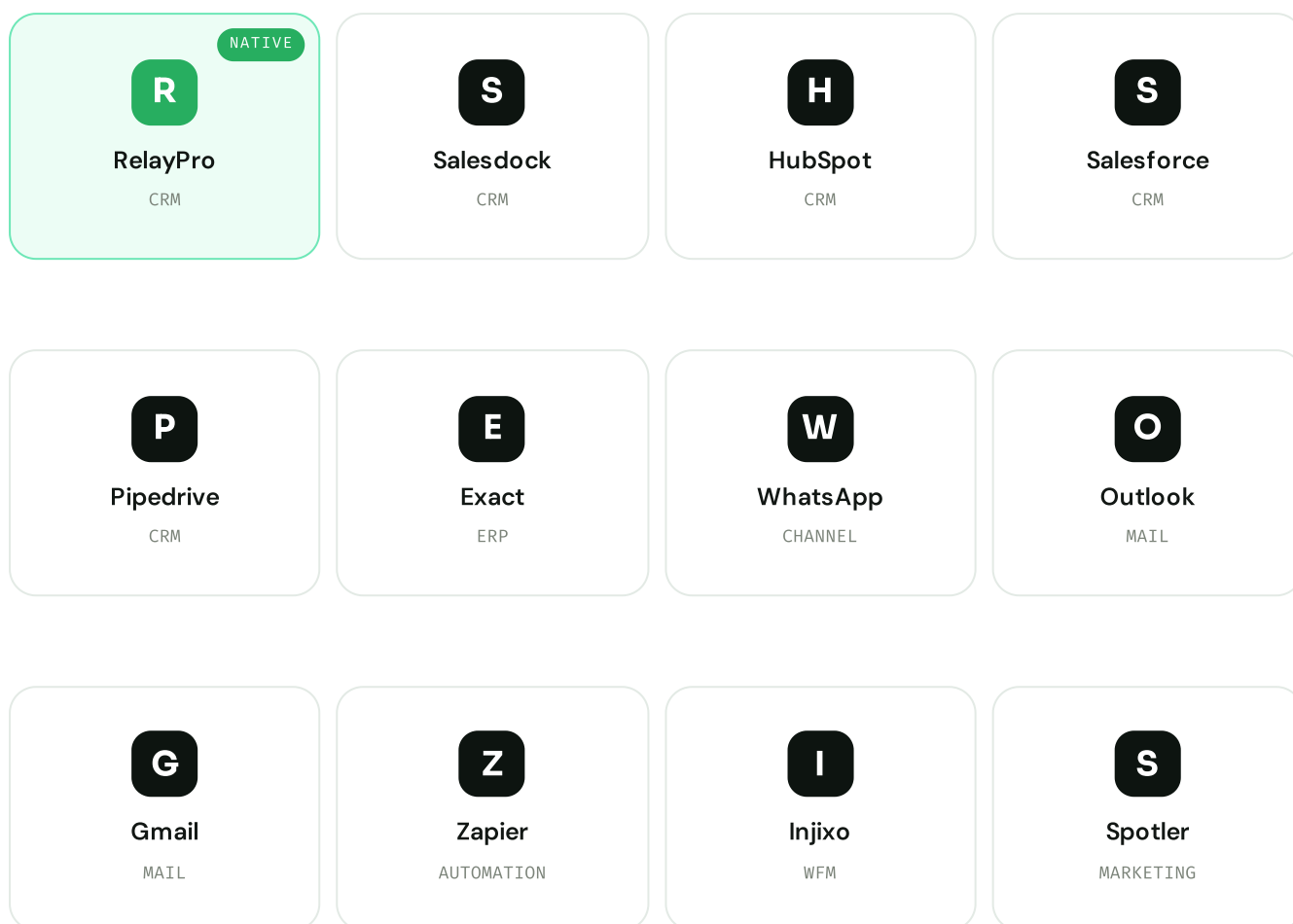


Access control

Role-based access with team scoping. Two-factor authentication and sensitive rights per supervisor. Rate limits per IP and per user.

Standalone or connected. Your choice.

CallCheckPro runs perfectly as a standalone platform. Or connect via REST API over a WireGuard tunnel to your CRM, ERP or WFM.



EXTERNAL MONITORING API

Push audio from your own phone system.

Using a different phone system but still want AI monitoring? Push audio over a secure WireGuard VPN tunnel to our API. No public endpoint..

- ✓ WireGuard VPN · encrypted tunnel
- ✓ No public endpoint
- ✓ Webhook callbacks for results
- ✓ Status per analysis job on request

```
# Push audio to the monitoring API
curl -X POST https://10.0.0.1/v1/analyse \
  -H "Authorization: Bearer $API_KEY" \
  -F "audio=@call.wav" \
  -F "agent_id=mv-012" \
  -F "campaign=energy-q2"

# Response
{
  "score": 91,
  "checkpoints_passed": 30,
  "checkpoints_total": 33,
  "red_flags": 1,
  "status": "complete"
}
```

Transparent. No surprises.

Start small, scale when you want. No annual contract required. Every licence includes 2,500 call minutes/month — VoIP costs are separate, at sharp rates.

Starter

Small team, core functionality

from €49

per agent / month

2,500 call minutes per agent included • NL fixed & mobile

- ✓ Outbound & inbound calling
- ✓ WebRTC softphone
- ✓ Call recording
- ✓ Basic AI monitoring
- ✓ Agent workspace
- ✓ Dashboard

MOST CHOSEN

Professional

Full AI monitoring and reporting

from €89

per agent / month

2,500 call minutes per agent included • NL fixed & mobile

- ✓ Everything in Starter
- ✓ Full AI quality & compliance monitoring
- ✓ Configurable checkpoints
- ✓ Supervisor dashboards
- ✓ Reporting (7 tabs) + CSV export
- ✓ Trend analyses & audit trail
- ✓ Multi-tenant workspaces

Enterprise

High volumes, SLA, dedicated support

Custom

2,500 call minutes per agent included • NL fixed & mobile

- ✓ Everything in Professional
- ✓ Dedicated capacity
- ✓ SLA guarantee
- ✓ Dedicated support
- ✓ Custom checkpoints & integrations
- ✓ On-premise option
- ✓ Data processing agreement

VOIP RATES

Per second. No surprises.

Beyond the included 2,500 minutes the rates below apply. Billed per second, no setup fee. Excl. VAT.

Fixed Netherlands

€0.019/min

1.9 ct • per second

Mobile Netherlands

€0.060/min

6.0 ct • per second

International

On request

200+ destinations

Ready for the new rules.

▲ FROM 1 JULY 2026

The existing-customer exemption ends.

For consumers and sole traders, calling without explicit opt-in becomes prohibited — only B2B (incorporated companies) remains exempt. CallCheckPro validates metadata before dialing and monitors the compliance of every call, so you stay demonstrably within the rules.

READY?

Book a 20-minute demo.

No funnel, no scripts. Send a recording of one of your own calls and in 20 minutes we will show you what the review pulls out of it, and where your checkpoints should sit differently.

CALL US

**+31 (0) 85
130 7428**

Mon–Fri · 09:00–17:30
CET

EMAIL US

software@bwiser.nl

Reply within one business day

ONLINE

callcheckpro.nl

Book a demo & product tour

- ✓ No sales pitch
- ✓ Demo on your own audio
- ✓ 20 minutes

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🇪🇺 Made in EU · own servers · local AI