

## Capture Voice Recording

### Intelligent, Secure, Reliable Interaction Recording



Capture Voice Recording is a flexible call and data interaction recording solution that can be cost-effectively customised, scaled and adapted to meet the evolving demands for all types of organisations. Effective in virtually any environment, Capture Voice can record your multimedia interactions from a wide range of network configurations, TDM and VoIP telephony environments, and across any number of locations. It has been certified and compliance tested with all the major platforms including Cisco, Avaya, Mitel and many more for seamless integration.

From its secure Web-based interface, Capture Voice presents fast and accurate insights via powerful, dynamic reports and visualisations.

### Track Customer Experience and Improve Service Quality

Capture voice recording provides the tools you need to tap into your customer's experience and improve the quality of your service delivery.

- **Monitor live calls across multiple locations** - with real-time streaming Web technology.
- **Allow ad-hoc recordings as and when required** - by triggering a recording to start via a selected key on the phone handset.
- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters.
- **Efficiently unify recordings into a single thread** - from any number of audio and data sources and multiple locations. TDM and VoIP telephony audio as a standard, while employee desktop screen recording, email and Web chat are optional.
- **Securely allow outside parties temporary access to recordings** - nominate a recording to share and assign a time limited pin to allow playback of the recording from its original source through a standard telephone.
- **Easily Analyse Call Patterns** - drill through layers of information within dynamic, easy to understand reports, charts and heat maps.

Out-of-the-Box Capabilities
Supports IP & TDM in Same System
Centralised Web Access and Administration
Customisable Web Dashboards
Interactive, Drill-through Heat Maps
File Export (Email, Save As)
End-to-End and AES File Encryption
File Watermarking
LDAP/Active Directory Integration
Variable Retention Storage Archiving
Detailed Audit Trail Reporting
Live Monitoring
Perishable Pin Playback
Automatic Interaction Assembly
Interactions Search and Ad-hoc Analysis
Retention (Record) on Demand
Interaction Reports
Ability to Add Quality and Performance Modules via Licenses at Any Time



## IP and TDM Support

Do you operate both TDM and IP voice networks? Want to migrate to VoIP at your own pace? Capture Voice can record from both traditional circuit-switched (TDM) and new VoIP PBXs/ACDs in the same system, with the same interface to access both types of recordings. Protecting your technological investment and supporting your evolving environment.

## Web Access & Administration

The centralised web interface, V-Portal, means that you can manage your system and access its data for call search, playback, and reporting from anywhere. The flexible interface grows as you add more features and modules and reduces the burden of trying to learn a new application for each enhancement.

## Interaction Search & Analysis

Quickly locate your call interactions with Capture Voice. Setup saved searches to list the recordings you need to find most frequently. Flag recordings for quick classification and add comments during playback. Associated call meta data is one click away and ready for more detailed analysis.

## LDAP/Active Directory Integration

To streamline user administration, Capture Voice supports LDAP/Active Directory for authentication credentials. Allowing you to re-use the user roles, rights, additions and changes made in other applications.

## Variable Retention Storage

Capture Voice provides the convenience of automated variable retention down to the channel level. Match your strategic operational and information management needs by defining rules for what types of recordings are retained and for what period of time. Intelligently and efficiently manage thousands of hours of call recordings stored on any combination of internal, external, and centralised storage systems with any degree of redundancy.

## Web Dashboards

Customise your V-Portal experience. With just a few clicks, you can create a unique snapshot of your agents and contact centre. Each user can add a number of widgets to their main dashboard or a section dashboard to display graphs and charts that convey meaningful information, such as trends, activity and tasks.

## Interactive Heat Map

Interactive heat maps bring your call data to life. By helping you to visualise different types of calls, such as agent call count and average call duration, the drill-through heat map can quickly identify key trends or high value calls that would otherwise go unnoticed by your organisation.

## Highest Security Standards

Capture Voice meets the highest security standards with secure, end-to-end and AES 256 file encryption, plus file watermarking to ensure file authenticity. A powerful application is offered to validate the authenticity of any WAV file.

## Detailed Audit Trail

Search and analyse events throughout the system. Always know who has logged on, what changes have been made, what interactions have been listened to, who by and other usage data.

## Capability Expansion

Easily mix and match to expand your capabilities with integrated modules for screen recording and analytics, Web-based quality assurance, electronic coaching, centralised messaging, performance management and contact centre analytics. Upgrade with one or more Compliance Packs to satisfy customer data protection regulations, such as the PCI Compliance Pack. It restricts access to calls with sensitive information to ensure PCI Compliance.

