

## Cloud9 CALL RECORDING with optional local storage

**Easily Accessible, Rapidly Deployed, Hosted Call Recording**



Whether you need to record for compliance, training or for business assurance, Cloud9 enables you to securely capture, store, play back and evaluate voice and screen data. It offers all the benefits of a fully featured recorder as a true multi-tenanted cloud based solution offering pro-active support and built-in disaster recovery. Cloud9 integrates seamlessly into your traditional or VoIP infrastructure, without changes to your existing phone numbers.

For a monthly subscription, based on actual peak usage, Cloud9's powerful features can be tailored to meet individual requirements. This includes screen capture, PCI DSS recording, live monitoring, reporting and quality monitoring. In-built disaster recovery ensures that Cloud9 can provide carrier grade call recording for your business.



### Benefits

- ✓ Pay for what you use (Op-Ex costs not Cap-Ex)
- ✓ Highly Scalable
- ◆ Your choice - hosted service or hosted with local archiving option
- ◆ Inbuilt disaster recovery
- ◆ Users always on the latest client version

### 24 x 7 Off Site Archive

- ◆ Unlimited storage, customer controlled archive
- ◆ Professionally hosted in Tier 3 colocation facility

### Powerful

- ✓ FSA compliant
- ✓ PCI DSS compliant API<sup>#</sup>
- ✓ Agent evaluations
- ✓ Screen recording<sup>#\*</sup>
- ◆ Full CTI-enabled capabilities
- ◆ Flexible rules-based recording policies
- ◆ Real-time call statistics.
- ◆ Auto population of agents
- ◆ Fully-featured Java client
- ◆ Agent Live monitoring

### Call Capture

- ✓ Capture inbound & outbound calls, internal or both (extension or trunk)
- ✓ VOIP, TDM or Hybrid PBX environments
- ◆ No lost recordings; locally captured and buffered

### Secure Cloud Connection

- ◆ Call recordings transferred through secure tunnel using customer unique 256-bit encryption key

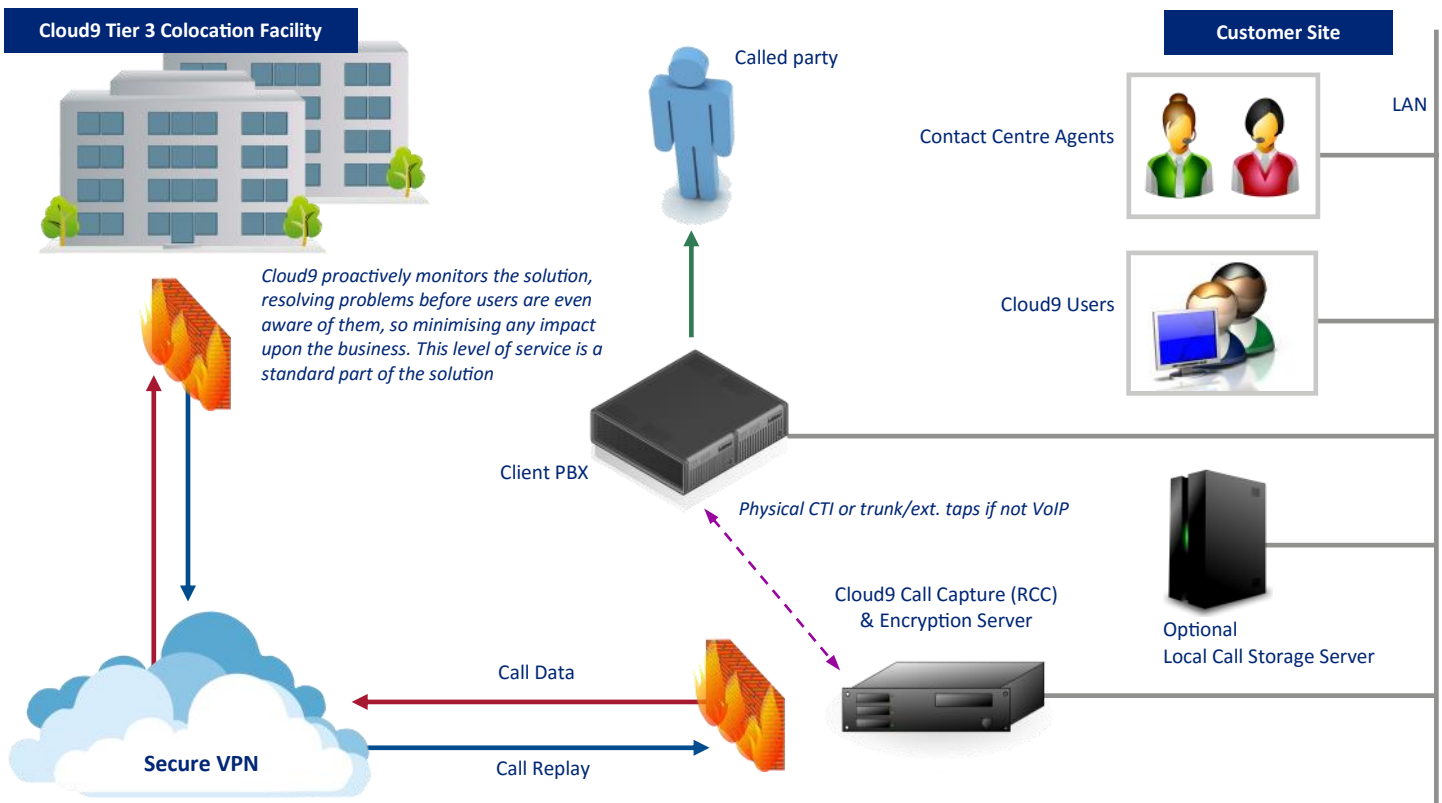


<sup>#</sup> Optional component

\* Requires additional premise



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### Quality & Compliance

The integrated evaluation tool is easy to use and ensures consistency across your customer interactions. A variety of question types are supported and can be placed on tabbed response sheets. Each question is graded to accurately score agents against KPIs.

Cloud9 call recording is fully PCI DSS compliant. Options include pause and restart capturing based on a screen event trigger. Or for FSA compliance, selected muting of the call, which can be played back without muting by a user with sufficient privileges.

### Rules Based Recording

Cloud9 uses policy-driven rules to work the way your business does. Giving you the power to choose what and who is recorded, when it is recorded, and for how long it is archived. User profiles determine what level of functionality is assigned to each user. Simple business policy-driven rules define how the solution works and as your business changes, you adjust these policies as required.

### Powerful Client

The Cloud9 client enables you to record your calls and capture agent screens. Its CTI-enabled capabilities allow you to retrieve calls based on CLI, agent name, ANIS/DNIS/extension, call duration, date and time or campaign. Each call can include time-indexed searchable notes.

A full audit trail of user activity is available to the administrator. New versions of the client are automatically pushed out from the cloud to ensure that everyone is kept to the same version.

### Secure & Resilient Environment

We use a secure tier 3 colocation facility, which is replicated to be highly resilient. Each tenant is assigned a unique 256-bit encryption key. This encryption process that is standard for all tenants enhances the TLS/SSL security mechanisms inherent in the product. Combined with the Secure Site to Site VPN or TLS connectivity the solution provides the highest levels of data security required for FSA and PCI DSS compliance.

