

Capture Express

Advanced, Affordable Call Recording for Liability or Compliance Requirements



Capture Express delivers proven call recording reliability, security and ease of use to organisations, at a price to suit every budget. Designed for environments driven by liability or compliance requirements, such as FSA; Capture Express will help avoid costly fines and litigation. As business needs evolve, Capture Express will allow an easy migration path to more sophisticated features, including screen recording, automated interaction assembly, automated call classification and agent evaluations.

Capture Express has been certified and compliance tested with all the major platforms including Cisco, Avaya, Mitel and many more for seamless integration into your evolving environment!

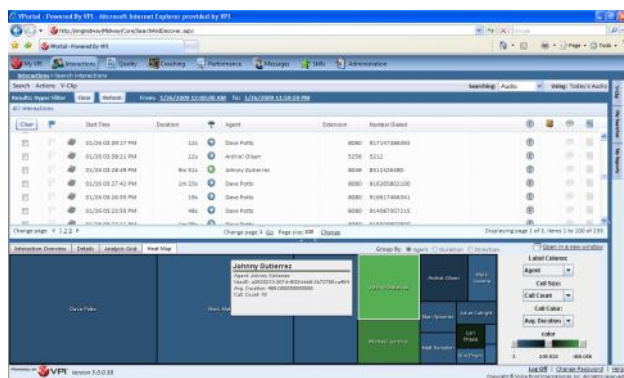
Out-of-the-Box Capabilities

- Supports IP & TDM in Same System
- Centralised Web Access and Administration
- Customisable Web Dashboards
- Interactive, Drill-through Heat Maps
- File Export (Email, Save As)
- Audio Search and Ad-hoc Analysis
- End-to-End and AES File Encryption
- File Watermarking
- LDAP/Active Directory Integration
- Variable Retention Storage Archiving
- Detailed Audit Trail Reporting
- Ability to Add Quality and Performance Modules via Licenses at Any Time

The unique search, playback and reporting capabilities of Capture Express make it the best choice of platform for rapid implementation to immediately ensure compliance, manage liability risk and optimise workforce efficiency.

With Capture Express comes the ability to easily add “mix-n-match” modular applications at your pace, at a time when your budget allows. It’s often as simple as activating the applications remotely. Enhance your experience by migrating to Capture or Capture Pro, or other modules in the Suite to benefit from:

- **Advanced PCI Compliance Access Rules** – No need to compromise between compliance and liability needs by permanently deleting or masking out data to comply with PCI Compliance regulations. During call playback, you can prevent non-authorized users from accessing calls that have been identified as containing sensitive PCI data.
 - **Automatically Assemble and Classify High Value Interactions without Extensive API Programming and Professional Services** – With Fact Finder desktop screen analytics module, you get a ground-breaking way to easily tag calls with valuable information from desktop applications and automatically classify the most important calls to begin uncovering and addressing critical business problems right away.
- **Other capabilities** - include live monitoring, record-on-demand, VP Append (to allow employees to manually append comments and data to calls while they are in progress), Perishable PIN (to give temporary, secure access to outside parties to remotely playback selected calls), and network bandwidth-friendly desktop screen recording. Plus easily customisable quality evaluation forms and real-time contact centre reporting and analytics.



For more information visit our website - dtt.dtrack.com/vpi

IP and TDM Support

Do you operate both TDM and IP voice networks? Want to migrate to VoIP at your own pace? Capture Express 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.

Audio Search & Analysis

Quickly locate your call recordings with Capture Express. 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 Express supports LDAP/Active Directory for authentication credentials. Allowing you to re-use the user roles, rights, additions and changes made in other applications.

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 Express 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.

Variable Retention Storage

Capture Express 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.

