

Capture Pro

High Volume, Mission Critical Interaction Recording - TDM, VoIP, Radio, Screen



Capture Pro is the most capable interaction recording solution available to provide a complete picture of incidents and events for quality assurance, dispute resolution, liability protection and compliance. Enhanced with Fact Finder, the system automatically detects business and process related screen events in conjunction with voice recording for classification and analysis centred on key business issues.

From its secure Web-based interface, Capture Pro presents fast and accurate insights via powerful, dynamic reports and visualisations. Helping your organisation to achieve FSA and PCI-DSS compliance.

It has been certified and compliance tested with all the major platforms including Cisco, Avaya, Mitel and many more for seamless integration.

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
- Fact Finder™ Desktop Screen Analytics
- PCI-DSS Compliance
- Screen Analytics Event & Data Reports
- Instant Recall Client
- Ability to Add Quality and Performance Modules via Licenses at Any Time

Delivering A Complete Picture

Record 100% of call and radio communications enhanced with screen data, across any number of locations. Interaction recordings are efficiently unified and synchronised into a single playback thread. Audio and data can be captured from any combination of traditional or trunked radio and circuit-switched or VoIP telephone systems, while automatically collecting and appending application or Computer Aided Dispatch data from agent console screens to voice recordings via Fact Finder™.

Fact Finder™ automatically detects business and telephony screen events and tags them to your recorded interactions. This enables automated classification and analysis centred on key business issues, such as customer churn, differences in call handling patterns between employees, frequency of holds/transfers associated with order cancellations, up-sell or cross-sell success of individuals or teams, etc. Fact Finder extracts these events and data from Windows-based screens used by contact centre agents and tags them to appropriate points within recorded interactions. You can now perform richer, more meaningful analysis to validate your hunches or obtain new insights for more accurate decision making.

Analyse and Report

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. Drill through layers of information within dynamic, easy to understand reports, charts and heat maps.



IP and TDM Support

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

Advanced Recording & Playback

Monitor live calls across multiple locations with real-time streaming web technology. Or use Instant Recall to play back a call still in progress. Create ad-hoc recordings with record-on-demand via a key trigger on the phone handset. Use Perishable PIN to give temporary, secure access to outside parties to remotely playback selected calls.

Highest Security Standards

Capture Pro 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.

Capability Expansion

Easily mix and match to expand your capabilities with integrated modules. A quality assurance module enables you to implement precision employee monitoring that benefits from intelligent selection and instant, automated delivery of call recordings for evaluation and training. A performance module that delivers real-time insights to front-line employees and managers via Web-based scorecards, drill-through reports and real-time desktop tickers.

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.

