



Enghouse
Interactive

Enghouse Interactive Call Recording

VOIP INTERACTION RECORDING &
MONITORING SOFTWARE



PRODUCT SHEET

Call recording and monitoring technology does not have to be a costly, complicated endeavor. Nor does it have to be used exclusively within the contact center. The voice of the customer can be a powerful tool across company silos. From the contact center to research and development or other back office applications, Enghouse Interactive puts call recording and monitoring technology within reach for companies of all sizes.

Enghouse Interactive Call Recording Software enables companies to:

- **Resolve customer disputes** using recorded conversations.
- **Achieve regulatory compliance** by documenting calls while securing and maintaining records based upon varying business needs.
- **Ensure high quality customer interactions** with live monitoring and quality monitoring programs.
- **Leverage the voice of the customer** within the organization by sending customer feedback directly to other departments.
- **Secure sensitive customer information** by allowing employees to pause recordings in order to avoid recording sensitive information. Call files may be secured with encryption using controlled key access.
- **Observe the total customer experience** with cradle-to-grave recording options, providing insight into the complete customer interaction.
- **Accelerate employee training** with 'real-life' calls and live monitoring capabilities in order to provide real-time feedback to agents.
- **Enhance workplace productivity** by observing business processes, including call scripts, in action.
- **Improve operations** with actionable reports on important business metrics like total talk time, number of call per agent, and more.

Easy to Use.

Using the web-based interface, authorized users can view the real-time status of every IP phone in the system, as well as record, monitor, retrieve, and playback calls. Export non-encrypted calls from Call Recording and attach the recordings to CRM, e-mail, or other business applications for a complete view of the customer experience. Recordings are played back through standard PC speakers and desktop media players.

Administrators can choose from multiple recording options: full-time, triggered, or on-demand recording. Calls can be automatically recorded by triggers, such as: user name, extension, caller ID name and number, DNIS*, percent of inbound/outbound calls, area code, prefix, suffix, and wildcards. Look-back call recording enables on-demand users to capture the entire call regardless of when the recording is initiated.

Detailed information is collected for recorded calls and can be quickly retrieved from the user interface. Search and retrieve calls using multiple criteria including: time and date, user name, user's department, user's location, call duration, inbound caller ID name and number, DNIS*, flagged name or value, and outbound number dialed.

Managers and administrators can track an interaction from cradle-to-grave, with visual cues in the user interface connecting independent conversations for a customer interaction that have been transferred between agents.

Easy to Administer.

A scalable, software-only solution, Call Recording runs on Windows Servers and passively collects relevant call data from the network. Administrators can manage Call Recording from any location, reducing overhead costs and simplifying system management.

Flexible access rights allow administrators to assign permissions for monitoring, recording, and playback on a per-user basis. Users can be authenticated using corporate Active Directory information, or by enabling unique Call Recording login credentials. Organize users by department and location, and create recording profiles that meet each group's individual business needs, including customized call retention settings and scheduled call recording profiles.

Administrators can elect to automatically archive recording files by a specific date or schedule, when a specified amount of data storage has accumulated, or based upon the agent assigned to the interaction.

MULTI-LANGUAGE SUPPORT

With the click of a button, users can select which language they want to interact with the Quality Management user interface. Supported languages include English, Spanish, French, Canadian French, Italian, German, Portuguese, Danish, Dutch, Russian, Swedish, Norwegian, Finnish, and Ukrainian.

SYSTEM ALERTS

Automated e-mails and system event log entries alert administrators when the following occur:

- Communication between the call recording service and data service fails
- Disk space becomes low on any storage location
- Database read/write or connection failures
- Disk read/write failures
- Network interface failures
- Critical errors occur in third party call control interfaces, such as a loss of connection with the PBX

API ACCESS

Administrators can extend the power of Call Recording and the Enghouse Interactive Quality Management Suite using complimentary APIs. Integrate custom applications to leverage the value of interaction recordings with existing business systems.

Actionable Information.

The customizable dashboard interface provides companies improved business insights, offering reports on important business metrics like total talk time, number of calls by agent, or the busiest times for calls by area code, prefix, or DNIS. Reports can be automatically generated and e-mailed to line of business managers or exported in a variety of file formats.

Secure.

Our Call Recording solution includes an option for increased encryption and provides change auditing information to aid companies in creating secure systems essential for regulatory compliance such as PCI DSS. Recording files may be secured using controlled key access, and communications may be secured between the Quality Management client and the Quality Management server.

* Applies to selected IP telephony systems, contact Enghouse Interactive for additional information.

User passwords are stored in an encrypted database, ensuring the integrity of access to sensitive recordings and profiles. Digital watermarking validates file integrity and identifies tampering for audit-trail security.

Technology

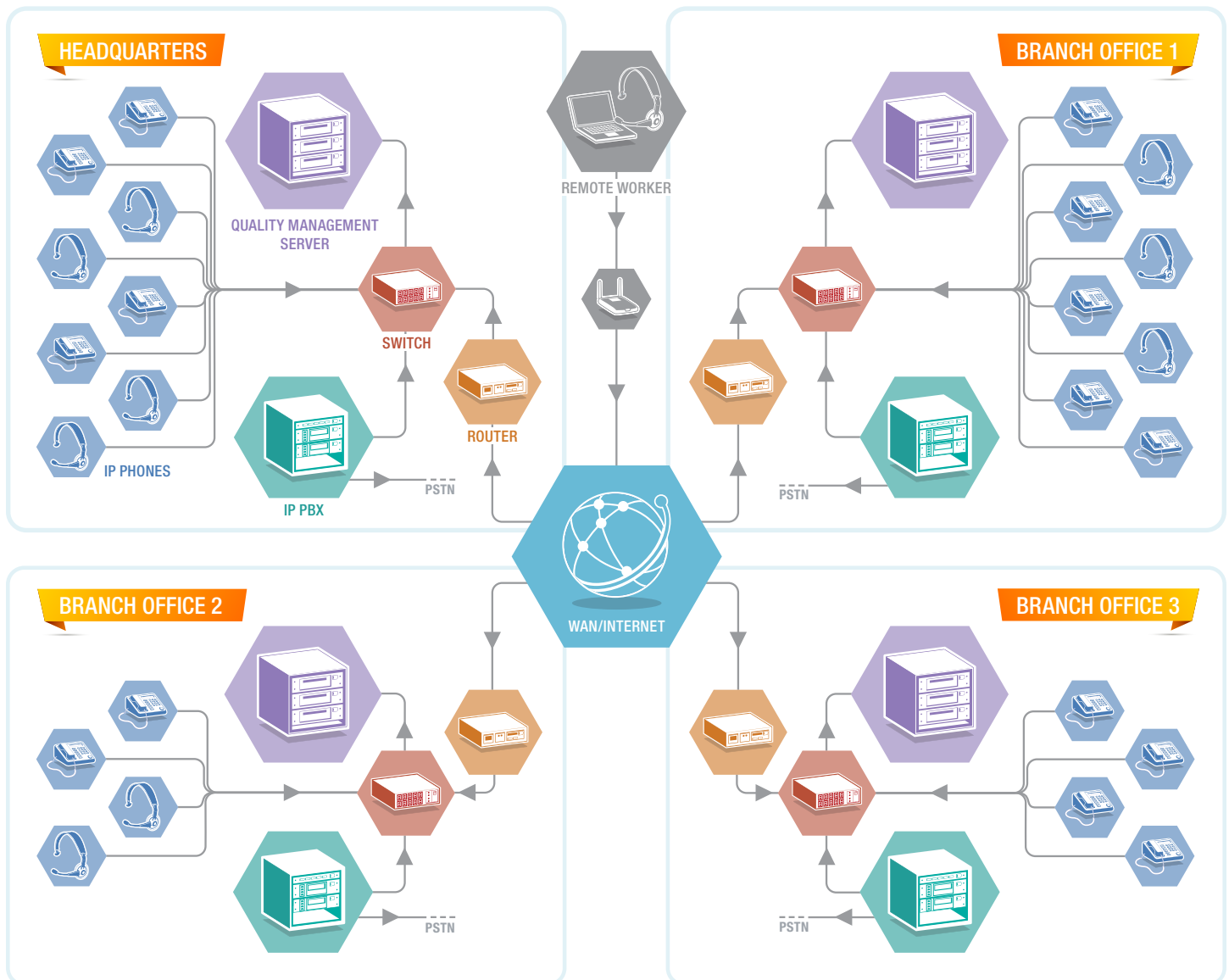
DEPLOYMENT

Data switches are configured to send the Quality Management Server a copy of every VoIP packet going to and from the IP PBX. For multi-site deployments, Call Recording is installed on Windows servers distributed across multiple office locations and the remote servers are interconnected via the WAN.

ARCHITECTURE

Call Recording employs a distributed-services software architecture that is ideal for single and multiple-site deployments. Fault tolerant and highly reliable, the solution is scalable to thousands of users and can be managed from any location via the web-based Quality Management client interface. Flexible storage options allow administrators to store calls on local servers, network storage or storage area network (SAN) locations.

See the [Quality Management Server Specifications sheet](#) or contact your [Enhouse Interactive representative](#) for complete technical requirements.



About the Enghouse Interactive Quality Management Suite

The Quality Management Suite includes IP call recording and call center optimization software designed specifically for small- and medium-sized businesses, such as:

Enghouse Interactive Quality Management Suite

Contact center optimization software

Enghouse Interactive Call Recording

Call recording and monitoring

Enghouse Interactive Computer Recording

Desktop computer recording and monitoring

Enghouse Interactive Agent Evaluation

Call scoring and agent coaching for call centers

Enghouse Interactive Interaction Recording API

Custom integration solution for Enghouse Interactive interaction recording software

About Enghouse Interactive

Enghouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, Trio, and Zeacom. Now a single, global organization, Enghouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



Learn more at www.enghouseinteractive.com

© 2013 Enghouse Interactive. All Rights Reserved.