Integrated Recording & Analytics Solutions for Genesys

GENESYS

Highlights

■ **Quality Assurance**
Interaction recording and quality management monitor service quality of interactions and improve agents performance

■ **Check Processes**
Desktop analytics to measure the efficiency of defined processes and tasks, and to spots deviations

■ **Comply with Regulatories**
Tamper-proof recording, archiving & fraud detection

ASC offers integrated solutions to record and analyze customer communications. EVOIP*neo* for Genesys has been developed for SIP and T-Server environments and products in the "Genesys Telecommunication Lab".

ASC's *neo* suite records communications from multiple channels such as fixed-line networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning complement its recording capabilities. ASC offers its entire portfolio as local on-premise solutions or as a service via the cloud.

We record & analyze communications

ASC

Integrated Recording & Analytics Solution for Genesys

Omni-Channel Recording

ASC's *neo* recording suite captures, saves and archives multiple communications channels including screen, video and chat for financial institutions, contact centers and public safety organizations.

EVOIP*neo* for Genesys

ASC's EVOIP*neo* offers an integrated recording solution for Genesys. The flexible recording interface of ASC's recording suite collects customer-specific information, referred to as Genesys Attached Data. The Genesys application can extended flexibly by letting individual agents start and stop the recording.

Active & Passive Recording

ASC's recording solutions are available in active or passive mode. Active solutions receive data via conference call or stream routing and offer features like recording of encrypted conversations, while passive solutions filter relevant calls from network traffic.

CTI*connect* for Genesys T-Server

CTI*connect* for Genesys T-Server serves as an add-on for these so-lutions and is available for a wide range of PBX vendors. The *neo* suite recording system is directly connected to the PBX to record audio data through the PBX's interface. The call index data is transferred from the Genesys T-Server via LAN directly to CTI*connect* of the recording system without any need for an additional server. The index data is tagged to the corresponding call for easy retrieval and further evaluation.

Search & Replay

Browser-based and client-server-based search-and-replay applications with flexible search criteria make it easy to search for recorded calls in a target-oriented way.

Quality Management

It is the customers who provide companies with the most valuable information. ASC's quality management software, INSPIRATION*neo*, captures and assesses this information from recorded calls and on-screen activities. It analyzes services, campaigns and products and conveys the results in user-friendly reports.

Process Evaluation

ASC's Desktop Analytics solution measures the efficiency of defined processes and tasks, and spots deviations. After entering specific processes and tasks into the system, companies can determine whether agents adhere to the defined order and complete all the steps within the average handling time.

Speech Analytics

The volume of data accumulated by companies is overwhelming: Each contact brings to light priceless information about products, business processes, market trends and customer requirements. Speech analytics helps to sort through this data, structure it and gain valuable knowledge.

Benefits

- Recording and storage of customer-specific data
- Recording of encrypted calls
- Manual recording control
- Fast and efficient search-and-replay of recorded calls

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