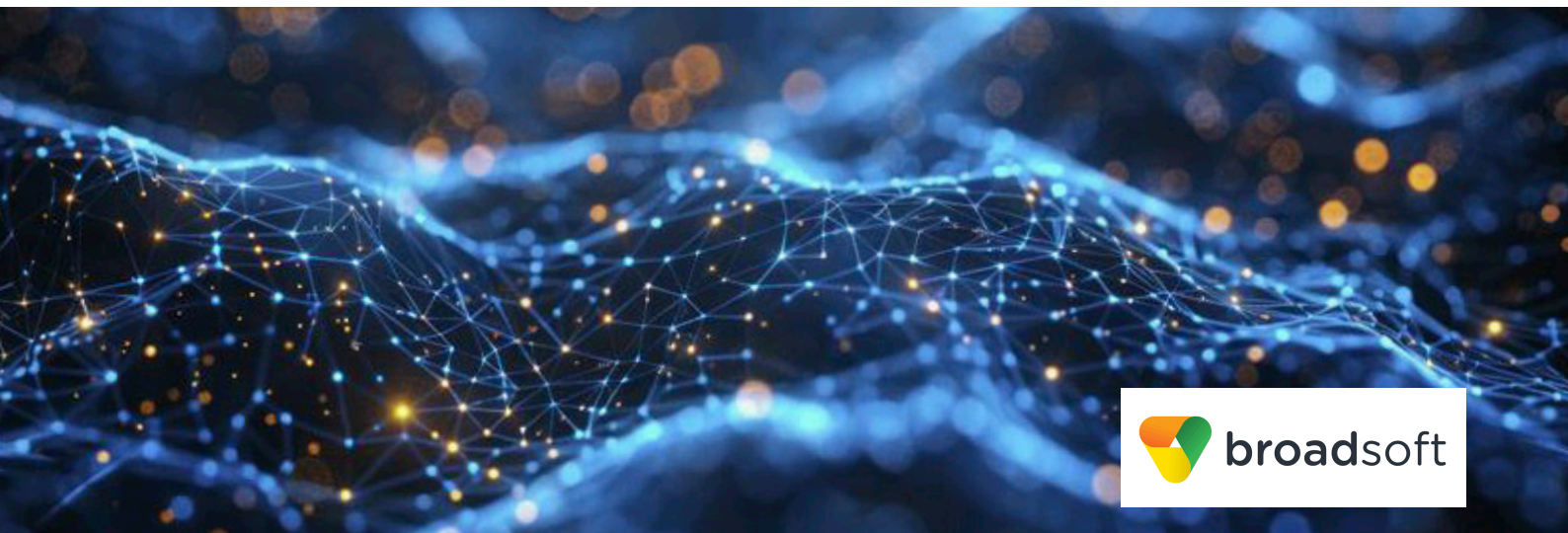




We record & analyze communications

# Integrated Recording & Analytics Solution for BroadSoft



## Highlights

- **COMPATIBILITY**  
Certified recording and analytics solution for BroadSoft communications
- **CLOUD READY**  
Multi-tenancy and unlimited scalability
- **SECURITY**  
Tamper-proof and encrypted recording for compliance with legal requirements

ASC is a certified BroadSoft partner and provider of recording, quality management and analytics solutions for BroadSoft's communications platform BroadWorks.

ASC provides you with innovative, customized solutions to record customer interactions. In addition to communications recording, Neo encompasses sophisticated Quality Management software including speech analytics, quality assurance and eLearning.

Neo has been designed to meet the most stringent demands of service providers. Our entire portfolio is available as an on-premise solution or via the Cloud.

# Integrated Recording & Analytics Solution for BroadSoft

## Omni-Channel Recording

Our Neo Recording Suite captures, saves and archives multiple communication channels including voice, email, video and chat for financial institutions, contact centers and public safety organizations. Since 1964, we have provided innovative recording systems to meet the most stringent demands.

## EVOIP<sub>neo</sub> active for Broadsoft

Our solution EVOIP<sub>neo</sub> enables service providers to offer tamper-proof communications recording, analytics and quality management solutions as a service for businesses and private users. It is entirely software-based and may be virtualized or installed on any industry standard server. The software includes real multi-tenancy and enables the configuration of an unlimited number of users via a layered authorization structure.

## SIPREC

Within the BroadWorks solution, calls are recorded directly from the IP network. The recording of the conversation is initiated by a back-to-back recording with an end-device supporting the SIPREC protocol. A connection to the recording server is established via the PBX, and the RTP data is transferred in two separate data streams. The additional data is transferred in an XML file via SIPREC.

## Search & Replay

Browser and client/server-based applications for flexible search and replay enable users to find relevant conversations based on additional meta information.

## Minimize Fraud

With EVOIP<sub>neo</sub>, fraud and compliance risks can be minimized by meeting regulatory requirements. An automated identification of risks powered by speech analytics technology helps you save time and money.

## Quality Management

It's your customers who provide companies with valuable information to facilitate decision-making on an enterprise-wide basis. ASC's quality management software, INSPIRATION<sub>neo</sub>, captures this information and assesses it. Through synchronized recording of calls and screen activities, it helps companies to analyze customer service, marketing campaigns and products. User-friendly reports turn raw data into valuable information, easily visualized to spot the latest trends.

## Certification

ASC is Broadsoft's global partner. ASC's solutions are tested and certified for BroadSoft.

## Benefits

- CERTIFIED FOR BROADWORKS
- HIGH AVAILABILITY WITH FAILSAFE OPERATION AND REDUNDANT ARCHITECTURE
- ENTIRELY SOFTWARE-BASED WITHOUT ANY PROPRIETARY HARDWARE
- COMPREHENSIVE CALL-INDEX DATA
- FOR ENHANCED SEARCH-ANDRETRIEVAL
- COMPATIBLE WITH A WIDE RANGE OF IP PHONES

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## About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

