

Audiolog™ for Contact Centers



Many organizations must capture customer interactions to comply with industry and government regulations, perform sales verification, and manage complex transactions. In environments like these, the ability to record often isn't enough. High-performance replay, archiving, and quality monitoring capabilities are also important.

Audiolog™ from **Verint® Witness Actionable Solutions®** is an advanced digital call recording, evaluation, and archiving solution designed to facilitate compliance, reduce risk, increase process efficiencies, and enhance customer service.

Backed by Verint's industry-leading patent portfolio on recording, Audiolog offers full-time, on-demand, scheduled, and criteria-driven recording, along with rapid access to captured interactions to help expedite dispute resolution and reduce liability. Its flexible storage capabilities allow large volumes of calls to be retained using industry-standard storage technologies. Customizable evaluation forms, powerful interactive assessment tools, and synchronized audio and screen replay can help increase supervisor productivity and enhance agent performance.

Built on thousands of successful implementations, Audiolog helps contact centers optimize their service quality and improve operational effectiveness — reliably, securely, and cost-effectively.



**Facilitate Compliance and
Enhance Customer Service**

VERINT

WITNESS ACTIONABLE SOLUTIONS®

Select the Configuration That Meets Your Needs

Now You Can:

- Help your contact center meet its compliance, risk management, and quality management needs with a flexible recording solution for full-time, on-demand, scheduled, and criteria-driven recording.
- Use a single platform to capture screens as well as audio from a variety of sources, including digital, analog, and IP telephones; PBXs; ACDs; and dialer systems.
- Retrieve and replay recordings quickly to expedite dispute resolution and enhance performance evaluations.
- Select, evaluate, and score calls easily using intuitive evaluation forms and synchronized voice and screen replay.
- Benefit from an open architecture and industry-standard technology that can provide superior reliability and scalability, along with reduced acquisition and maintenance costs.

Audiolog is a high-performance recording platform that offers a variety of configuration options, ranging from a single recorder/playback unit to multiple, networked recording servers for larger or multiple sites.

With this flexible solution, you can choose what you want to record, select the best recording and playback methods for your environment, and pick the tasks you want to perform, such as quality monitoring, replay, and archiving.

To help expedite searches, Audiolog tags each call with related information, such as:

- Agent
- Caller Number*
- CTI Private Data*
- Channel
- Date
- Dialed Number
- DNIS or Campaign*
- Duration
- Time

You can flag calls, attach comments to them, and forward them to the appropriate people in your organization. This is especially helpful for responding quickly to questions concerning compliance or transaction management. Optional functionality can enable you to collect additional data for specialized tasks:

- **Application Event Trigger** – Performs customized capture of call-associated data directly from the agent screen via user-defined triggers that can start, stop, and tag recordings. This patent-pending feature can help facilitate compliance with Payment Card Industry (PCI) Data Security Standards. Recordings can be tagged with important, transaction-related data for easier search and replay.
- **RAPI-X SDK Tool** – Provides programmatic tagging of data to recordings for customized software development.

In addition to full-time, on-demand, scheduled, and criteria-driven recording, Audiolog offers optional PC screen recording to capture agent interactions — a helpful feature for managing compliance, dispute resolution, and training. Audiolog captures screens without disrupting your agents, while minimizing network usage and storage requirements.

** Requires CTI.*

Audiolog for Contact Centers provides a broad range of functionality:

- Voice Recording
- Screen Capture
- Client and Browser Playback
- Archiving
- Quality Monitoring
- Reporting



Choose from a Range of Playback and Archiving Options

Audiolog offers client and browser playback options to meet the needs of a wide range of contact centers. With the Audiolog Interaction Review™ software, you can quickly search for, access, and play recordings from your desktop via a Web browser. Our patented, synchronized audio and screen playback can help you gain a better understanding of what occurred during specific interactions, and advanced querying capabilities support a broad range of search criteria.

Audiolog can make it easy to handle a wide range of tasks remotely, such as scheduling recordings, performing call playback — even managing and configuring the system. This is particularly useful for contact centers with complex operations or multiple sites. You can secure recordings from unauthorized access and assign each user playback and monitoring rights by channel or agent. A playback audit trail helps you keep track of unauthorized incidents and abuse.

In addition to superior recording availability, Audiolog provides storage options that include redundant hard drives, automatic archiving to DVD-RAM or to the Audiolog “Virtual Media” format, as well as support for NAS, SAN, and EMC Centera. You can choose from serial, parallel, or selective DVD-RAM archiving modes. The wide array of storage options can enable your contact center to store recordings and related information for as long as you need them.

Improve Quality and Efficiency

Audiolog’s optional Audiolog Interaction Quality™ software can help your contact center improve agent performance and enhance customer satisfaction. With this powerful, browser-based quality monitoring software, supervisors can play back recordings and screens, evaluate agent performance, build new scoring forms, and access a broad selection of quality management reports — on site or remotely — all from their desktops.

Evaluation forms can be designed quickly to address new products and programs. And they can be retrieved and scored easily — even attached to email messages with their associated voice files — helping your supervisors and quality evaluators respond more effectively in the fast-paced contact center environment. An array of standard and customizable reports can present performance details, summaries, and trends that can be delivered automatically. Supervisors can use this intelligence to identify agent skill gaps and provide targeted coaching, pinpoint and address process inefficiencies and trends, and gain insight into delivering a superior customer experience.

Better still, Audiolog Interaction Quality provides calibration functionality that can help your contact center foster consistency in quality scoring performed by multiple quality reviewers. For even greater insight into performance and maximum return from coaching effort, Audiolog Interaction Quality can correlate evaluated behaviors with an external key performance indicator (KPI), such as monthly customer satisfaction indices or weekly sales revenue, to help you align your quality improvement efforts with your organizational objectives and better identify opportunities for improvement.

Benefit from Superior Reliability and Availability

Audiolog is built on an open architecture, uses standard PC components, the Microsoft Windows platform, and the Microsoft SQL database. This helps promote reliability, availability and interoperability — as well as cost-effective operation and superior performance. Spoken, emailed, and SNMP alarms are standard features, alerting you to outages and helping you take action quickly. Optional dial-out alarms can provide an even greater level of security for mission-critical recording.

Designed to be easy to deploy, use, and maintain, Audiolog supports full remote diagnostic access and remote service pack upgrade capabilities. It’s also highly scalable, enabling you to add functionality and capacity as your contact center grows. The solution supports industry CTI standards, including TAPI, TSAPI, CSTA, JTAPI, OAI, and others, and is integrated with leading PBX, ACD, VoIP, and predictive dialer systems.

