

Verint Intelligent Call Recording

Many organizations record the interactions between their customers and employees for liability protection, compliance, and quality management purposes. While these recordings can contain massive amounts of useful information, extracting actionable intelligence from them quickly can be challenging.

Verint® Intelligent Call Recording™ is a single, prepackaged solution that couples call recording with the power of speech processing, helping you realize more value from captured interactions. Designed for business and IT users, this innovative software can capture, index, and retrieve voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and mixed environments. Moreover, it can automate call tagging using out-of-the-box call disposition topics, as well as topics that you define.

With Verint Intelligent Call Recording, you can quickly search, replay, and report on calls by topic, which can dramatically reduce cost and time required for call reviews. The solution can even apply multiple tags to a single call – a benefit for long or complex calls – and provide alerts based on call disposition thresholds. Content-driven dashboards and intuitive reporting can help you gain a deeper understanding of why customers are calling, so you can take action.

Because Verint Intelligent Call Recording is part of the unified Verint Workforce Optimization™ suite, it can work seamlessly with other solutions within the suite, such as Verint Quality Management™, Verint Workforce Management™, Verint Speech Analytics™, and Verint Desktop and Process Analytics™, to deliver unique business process workflows that can help make recording smarter.



Verint Intelligent Call Recording automates manual tagging and call dispositioning methods, helping to enhance and accelerate search and replay.



Key Benefits

- Provides a full-time, enterprise recording and archiving solution to help enhance compliance, reduce liability, and support customer engagement management.
- Captures voice interactions, agent screen data, chat, and email and makes recordings accessible through a single Web interface.
- Incorporates the power of speech processing for automatic call disposition, with faster, more accurate search, replay, and reporting by key call topic.
- Provides a lower total cost of ownership with reliable performance, easy serviceability, and the convenience of non-proprietary, open standards storage.

Gain Additional Insight with Intelligent Recording

Verint Intelligent Call Recording can capture conversations between customers and agents, as well as the corresponding activities taking place at agents' desktops, such as keystrokes, data entry, screen navigation, and after-call wrap-up. Through computer-telephony integration (CTI), it can provide real-time control over recording, monitoring, and call indexing.

The solution's unified, omnichannel interaction player can present recorded information across all channels, including speech processed data, in a single place for easy visualization and further analysis. You can easily search and replay captured interactions, regardless of where they were recorded in your enterprise. What's more, you can share these interactions throughout your business, providing insight into customer and staff behaviors to help drive decision making.

Benefit from a Robust, Scalable Solution

Verint Intelligent Call Recording can support thousands of channels and multiple sites and recorders across your enterprise, with a single point of administration and open standards storage. This helps free your organization from the costs, constraints, and complexity posed by multiple proprietary systems. The solution's sophisticated alarm and archive capabilities can reduce the effort and cost associated with ongoing serviceability and maintenance.

The solution offers application programming interfaces (APIs) to facilitate integration with proprietary systems. Because the solution can support up to 1,000 channels of IP voice and 100 percent of screen recording on a single server, it can help reduce the space, energy, and maintenance costs associated with traditional recording systems. Moreover, recorders can be virtualized to help you get the most from your servers.

For high availability and maximum uptime, Verint Intelligent Call Recording provides recording redundancy and supports clustered and N+N recording. True CTI platform redundancy

removes the need for a parallel recording infrastructure, since failures of CTI links or integration service nodes are recoverable without loss of recording.

Because the solution stores audio using standard Windows® file storage, it can scale to hundreds of terabytes while reducing or eliminating the need for traditional archiving solutions. You can define retention and storage criteria easily. Optional integration with EMC Centera and other large storage providers offers reliable, secure storage and online archiving to help meet the needs of your business.

To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), Verint Intelligent Call Recording can use AES-256 encryption to protect data when recorded, in transit, and archived. This optional functionality includes a separate key management system from RSA, enabling you to move, archive, and store customer data while protecting it from unauthorized access.

Verint Intelligent Call Recording – Part of the Verint Customer Engagement Optimization Portfolio

Verint Intelligent Call Recording is part of a patent-protected portfolio of customer engagement optimization solutions that help organizations enrich customer interactions, improve business processes, and optimize their workforces to enhance loyalty, increase revenue, mitigate risk, and manage operational costs.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Application Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

Verint. Powering Actionable Intelligence®

Verint® Systems Inc. (NASDAQ: VRNT) is a global leader in Actionable Intelligence® solutions for customer engagement optimization, security intelligence, and fraud, risk and compliance. Today, more than 10,000 organizations in over 180 countries use Verint solutions to improve enterprise performance and make the world a safer place. Learn more at www.verint.com.

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