

# Verint Call Recording

Government and industry regulations, liability issues, and risk management practices have prompted many organizations to record and archive the interactions between their customers and employees. But capturing contacts is only one part of the compliance challenge. Maintaining, storing, and retrieving the information for verification, data mining, and business intelligence are equally important.

Verint® Call Recording™ is a proven, reliable system for capturing, indexing, and retrieving voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and mixed environments. With Verint Call Recording, 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.

Verint 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.

Because Verint 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.”



With Verint Call Recording, you can capture conversations between customers and agents, along with the corresponding activities taking place at agents' desktops, such as data entry, screen navigation, and after-call wrap-up.



## 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, email and makes recordings accessible through a single Web interface.
- Provides a lower total cost of ownership with reliable performance, easy serviceability, and the convenience of non-proprietary, open standards storage.
- Helps reduce your hardware footprint and energy costs by supporting up to 1,000 channels of IP voice and screen recording on a single server.

## Capture Voice and Screen Data

In addition to providing synchronized voice/data recording and real-time monitoring across TDM, IP, and mixed telephony systems, Verint Call Recording can work with most major telephony environments and 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, multi-server recording systems.

The solution 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 and call indexing. Its unified, omnichannel interaction player can present recorded information across all channels, including speech analytics data\*, in a single place for easy visualization and further analysis.

Because Verint Call Recording leverages the same common architecture for IP recording as for traditional telephony, you can use today's TDM hardware investment to support IP recording in the future. In fact, TDM and IP recorders can coexist seamlessly and be managed from a single interface.

If your organization already uses IP telephony, Verint Call Recording's patented recording technology offers the benefits of contact recording, review, and analysis to potentially everyone who engages with customers. You can capture all interactions automatically from any extension. Moreover, recorders can be virtualized to help you get the most from your servers.

## Benefit from a Robust, Scalable Solution

For high availability and maximum uptime, Verint 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 Verint Call Recording 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 on-line archiving to help meet the needs of your business.



To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), Verint Call Recording uses 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 Call Recording – Part of the Verint Workforce Optimization Suite

Verint Call Recording is part of a suite of workforce optimization solutions from Verint Systems. This patent-protected suite helps organizations capture and analyze customer interactions, improve internal processes and workforce performance, uncover business trends and competitive advantages, and discover the root causes of customer and employee behavior.

## Benefit from World-Class Consultants

Verint Consulting Services can help you get the most from your investment. From strategy, customer research, and business impact consulting to implementation, training, customer support, application consulting, and change management, you can be confident that our experienced teams understand your business practices and operations – and are committed to your success.

\* Requires Verint Speech Analytics

## 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](http://www.verint.com).

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