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 voice 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, video, chat, text, email, and screen interactions from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and advanced unified communication platforms. 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 our unified suites for workforce optimization and security, fraud, and compliance, it can work seamlessly with other solutions within the suites, such as Verint Quality Management™, Verint Workforce Management™, Verint Speech Analytics™, Verint Desktop and Process Analytics™, and Verint Identity Authentication and Fraud Detection™ to deliver unique business process workflows that can deliver greater value to your organization.

Now you can:

- Provide a full-time, enterprise recording and archiving solution to help enhance compliance, reduce liability, and support customer engagement management.

- Capture voice, video, and text interactions across multiple channels — including PBX, VoIP, chat, digital collaboration, email, mobile voice/SMS, trading turrets, and face-to-face — via a single recording system.

- Capture employee screen data and keystrokes passively, either concurrently during the interaction, or standalone during back-office user activities, without the need for programming or deep integration.

- Incorporate the power of speech processing for automatic call disposition, with faster, more accurate search, replay, and reporting by key call topic.

VERINT®

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Gain Additional Insight with Intelligent Recording

Verint Intelligent Call Recording can capture voice, video, text / digital interactions, as well as the corresponding activities taking place at employees' 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 4,000 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 Verint Call Recording uses standard Windows® file storage, it can scale to hundreds of terabytes. You can include any combination of audio, screen, video, text, application files, images, messages, and model files. Optional integration with large storage providers, including cloud storage providers, offers reliable, secure storage and online archiving to help meet the needs of your business. You can even select options for making recorded data available outside of the Verint recorder in non-proprietary formats.

To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), Verint Intelligent Call Recording uses AES-256 with true end-to-end encryption that protects data as it's recorded, moved to archive, or retrieved during replay. This optional functionality includes a separate key management system, enabling you to move, archive, and store customer data while protecting it from unauthorized access.

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 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.

The Customer Engagement Company™

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