IMPACT360®
Recording

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

Verint® Witness Actionable Solutions® can help. We offer **Impact 360® Recording** — a proven, reliable solution for capturing, indexing, and retrieving voice and screen interactions in traditional time-division multiplex (TDM), Internet protocol (IP), and mixed telephony environments. With Impact 360 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.

Impact 360 Recording is part of Impact 360, a workforce optimization solution from Verint Witness Actionable Solutions. Impact 360 brings together quality monitoring and recording, workforce management, speech and data analytics, customer feedback surveys, performance management, eLearning, and coaching into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes. With Impact 360, your contact center, branch offices, and back-office operations can capture, share, and act on enterprise information, helping you make better decisions faster — and benefit from a single, coordinated source of support, service, and maintenance.

VERINT®
WITNESS ACTIONABLE SOLUTIONS®

Apply a Proactive Approach to Call Recording

Use Captured Data to Improve Your Operations

Now You Can:

- Implement a full-time, enterprise recording solution for compliance and sales verification, with the convenience and lower total cost of ownership of non-proprietary, open standards storage.

- Capture voice interactions and screen data in TDM, IP, and mixed telephony environments and manage them from a single Web interface.

- Make the transition to IP telephony with a software-based recording system that can coexist with TDM recorders, helping to protect your legacy hardware investment.

- Meet the evolving needs of your business with optional encryption functionality that facilitates compliance with payment card industry (PCI) standards.

Impact 360 Recording can support tens of thousands of channels and multiple sites centrally, 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. A dashboard-style Web portal displays contact center metrics in an easy-to-understand format that's based on the role and rights of each user, helping staff hone in quickly on key data they need to perform more effectively.

IMPACT 360 RECORDING PROVIDES A BROAD RANGE OF AVAILABLE FUNCTIONALITY:

Voice and Screen Recording

Impact 360 Recording provides synchronized voice/data recording and real-time monitoring across traditional TDM, IP, and mixed telephony environments. It not only records conversations between your customers and agents, but can also capture 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), Impact 360 Recording provides sophisticated, real-time control over recording and call indexing. The solution also supports VOX recording and can be configured to run in this mode or as a fall-back to CTI, based on your business requirements.

Impact 360 Recording leverages the same common architecture for IP recording as for traditional telephony. This can enable you to 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, Impact 360 offers the benefits of contact recording, review, and analysis to potentially everyone who uses a telephone. You can capture all interactions automatically from any extension.

• Voice Recording/Search and Replay • Screen Capture • Evaluations
• Real-time Monitoring • Encryption Management • Contact Visualizer

Agent	Start Time ▲	Screen	ANI	DNIS	Customer Type	CI	Attention	Duration	Speech Analytics Category
Sheila Simms	1/1/2007 11:36	🖥	2778589	25882352	Gold	📄		2:49	Customer Retention
Sarah Price	1/2/2007 12:37	🖥	2287342	25564334	Gold	📄		2:28	Customer Retention
David Ellis	1/3/2007 14:38	🖥	807789	11266674	Silver	📄		2:48	Customer Retention
Keith Turrow	1/4/2007 15:29	🖥	9381942	3952626	VIP	📄		2:48	First Contact Resolution
Jessica Kruch	1/5/2007 13:39	🖥	1602362	6415920	VIP	📄		9:55	First Contact Resolution
Sheila Simms	1/5/2007 17:12	🖥	2340275	4303715	VIP	📄	🚩	1:51	First Contact Resolution
Sara Muller	1/5/2007 9:33	🖥	7161002	1482941	VIP	📄		5:46	First Contact Resolution
Jessica Kruch	1/6/2007 11:08	🖥	2771420	5557702	VIP	📄		1:15	First Contact Resolution
Tim Smitt	1/7/2007 14:09	🖥	4790735	8594390	VIP	📄		8:55	First Contact Resolution

With Impact 360 Recording, you can search, retrieve, and replay captured contacts from anywhere within your enterprise.

Data Storage and Retrieval

Impact 360 Recording stores audio using standard Windows file storage, enabling it to scale to hundreds of terabytes while reducing or eliminating the need for traditional archiving solutions. You can define retention and storage criteria easily, allowing you to keep those files that matter most without wasting resources on long-term storage of unnecessary contacts. Optional integration with EMC Centera offers reliable, secure storage and online archiving to help meet the needs of your business.

Contact Visualizer

Impact 360 Recording depicts volumes of captured interactions graphically, helping you quickly identify patterns and trends within your recorded contacts. A color-coding classification based on nature and outcome can enable you to search, retrieve, and view interesting or unusual contacts easily — and focus on areas of interest.

Encryption Management

To help you comply with Payment Card Industry (PCI) standards, Impact 360 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.

Administration and Reporting

Impact 360 Recording provides centralized workforce optimization administration across multiple sites, helping you make better decisions faster and implement them right away. You can administer staff information from a single point in the system, helping to lower administrative overhead and total cost of ownership. What's more, you can choose from an extensive set of standard, pre-configured reports, or conduct ad-hoc queries for more sophisticated and custom analysis of your operations.
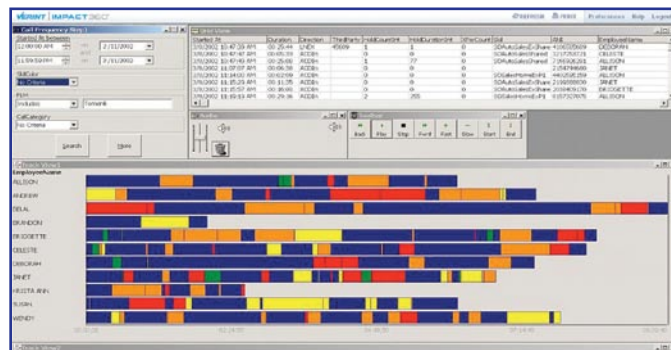
Impact 360 Contact Visualizer uses color-coding to depict trends in contact volume.

Additional Functionality

Additional Functions – In addition to the standard and optional functionality outlined above, Verint Witness Actionable Solutions offers add-on functionality for Impact 360 that can help you address specific requirements of your business. Contact a Verint Witness Actionable Solutions representative for more details.

Receive Guidance from World-class Consultants

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

About Verint Witness Actionable Solutions

Verint® Witness Actionable Solutions® is the leader in workforce optimization software and services. Its solutions are designed to help organizations capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience across contact center, branch, and back-office operations.

Verint. Powering Actionable Intelligence.®

Verint® Systems Inc. is a global leader in Actionable Intelligence® solutions and value-added services. More than 10,000 organizations in over 150 countries use our workforce optimization and security intelligence solutions to improve enterprise performance and make the world a safer place. For more information, visit www.verint.com.

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