

OmniPCX RECORD Suite

Reliable, scalable and cost-effective solution to record and supervise calls



The Alcatel-Lucent OmniPCX RECORD Suite provides businesses with extra web-based audio and video call recording, as well as analytic tools. These capabilities enhance quality assurance, accelerate customer issue resolution, boost customer loyalty, and streamline employee monitoring and coaching.

OmniPCX RECORD Suite is easy to adopt and extremely cost-effective with seamless integration into new and existing Alcatel-Lucent OmniPCX Enterprise Communication Server environments.

OmniPCX RECORD Suite enables recording, monitoring and evaluation of customer – employee interactions with easy-to-use, Web-based applications.

| Features | Benefits |
|---|--|
| Record Base package offers voice recording of inbound and outbound calls | Minimized risk of disputes, and accelerated customer issues resolution |
| Screen capture Adds screen capture to the RECORD application for a complete audio visual history of the interaction | Reliable service quality assessment with actual customer-employee interaction recordings |
| Quality monitor Offers quality reporting and evaluation analysis based on real calls | Improved employee performance with customizable evaluation tools |
| Silent monitor Provides real-time silent monitoring of IP and non-IP calls on- and off-site | Discrete monitoring of agents in real-time for consistent Customer Service evaluation |

Technical specifications

Record

- Rich recording facilities:
 - Total
 - Selective
 - On demand: complete or partial conversations
 - On demand retroactive (ROD)
 - Random
- Call recording of VoIP, digital, analog, SIP and mixed environments
- Support of multi-node environments (max 8)
- Centralized recordings from independent satellite sites to a central server
- Web-based user interface for remote access, search and playback of recordings
- Record filters and triggers according to multiple rules:
 - Inbound/outbound calls
 - Team calls
 - Date and time
 - Specific number
 - Calling/called number
 - Extension
 - Internal/external
 - Correlated data: coupled with an Interactive Voice Response (IVR) or Advice Of Call Recording (AOCR): allows callers to choose whether to authorize recording or not
- Possibility to separate parts recording. Available for IP calls recording only.
- Support of multiple audio formats (MP3, GSM6.10, WAV)
- IP Attendant recording (4059 EE) (limitations apply, please see administration guide)
- Reporting/statistics module with multiple format export capability
- Call tagging with notes and comments
- Flagging and grading of calls at multiple levels
- Integration of Contact Center solutions: OmniTouch® Contact Center Standard Edition and OpenTouch® Customer Service
- Records encryption
- Login authentication via Radius or Microsoft Active Directory server

- SAN/NAS usable for both live and archived calls
- In line with Payment Cards Industry (PCI) and Markets in Financial Instruments Directive edition 2 (MiFID II) requirements for call recording systems
- Emailing of calls as file attachments
- Alarm sending via email or SNMP traps to a hypervisor

Screen capture

- Complete user desktop activity capture
- SIP video capture is synchronized with voice recording
- Capture of the extended screen
- Embedded video player
- Windows 7, 8 & 10 supported on the client side

Silent monitor

- Remote and discrete monitoring of agents by listening to their conversations in real-time for consistent Customer Service evaluation
- Call recording can be controlled from the Silent Monitoring interface

Quality monitor

- Quality evaluation of recorded conversations
- Evaluation campaign creation to sample the calls which need to be evaluated
- Scorecard generation based on evaluated calls using a predefined campaign or directly from a questionnaire
- Customizable evaluation, multiple choice questionnaire (yes/no, scale from 0 to x, likert scale, etc.)
- Reporting to provide insight into the performance of an individual, or team...
- Dashboard providing an overview of the scorecard results evolution
- Agent tutorials based on scorecards, providing the ability to justify evaluation by adding written comments or learning attachments (audio, video, URL, PDF, flash animation and image files)
- Contextual menu in Call search screen, offers fast and easy instant call evaluation

Security

- Strong password management policy
- Purging utility that exports and/or removes call data, statistics, usage data, voice spectrum graphs, screen captures
- Security profiles granting tailored access rights: create/delete agents, bypass radius authentication
- Four default profiles predefined:
 - Super administrator
 - Configuration manager
 - Group administrator
 - Agent

Configuration

- Multi-language: French, English, Spanish, German, Italian, Portuguese
- Easy integration with CRM, toolbar or external applications via REST API (Application Programming Interface)
- Multi-tenancy: management and records playback menus are segregated based on individual tenants

Options

- On demand:
 - Integration with Third Party applications
- Pre-sales and post-sales training modules available from ALE Enterprise Education Services
- Remote installation pack

Architecture

- All-in-one solution
- Non-IP streaming converted to IP with plug-and-play, solid state Packetizer
- Web-enabled architecture
- Support of OXE PCS environment
- High Availability (Warm Standby): optional
- Support of virtualization
- Compatible with Alcatel-Lucent IP Premium Security Modules