

# Audiolog™ for Contact Centers



Today's customers want to communicate with your business using a variety of channels, including voice, text, email, and Web chat sessions. Is your contact center ready to capture these multimedia interactions? How will you monitor and manage quality, training, performance, and compliance in this new environment?

Verint® Witness Actionable Solutions® can help. We offer **Audiolog™**, an advanced digital recording, evaluation, and archiving solution designed to help voice-only and multimedia contact centers enhance customer service, efficiency, and compliance.

Backed by Verint's industry-leading workforce optimization and recording patent portfolio, Audiolog offers full-time, on-demand, scheduled, and criteria-driven recording, along with rapid access to recordings to help identify opportunities for improved customer service, expedited dispute resolution, and reduced liability. Its flexible storage capabilities allow large volumes of calls, screen content, text messages, emails, and Web chat sessions to be retained using industry-standard storage technologies. Customizable evaluation forms, powerful interactive assessment tools, and synchronized audio, text, and screen replay can help increase supervisor productivity and enhance agent performance.

Built on thousands of successful implementations, Audiolog helps contact centers optimize their service quality and improve operational effectiveness — reliably, securely, and cost-effectively.



**Facilitate Compliance and  
Enhance Customer Service**

**VERINT**

WITNESS ACTIONABLE SOLUTIONS®

# Select the Configuration That Meets Your Needs

## Now You Can:

- Help your contact center meet its compliance, risk management, and quality management needs with a flexible solution for full-time, on-demand, scheduled, and criteria-driven recording.
- Use a single platform to capture screens as well as data from a variety of sources, including digital, analog, and IP telephones; PBXs, ACDs, and dialer systems; text/SMS; email; and Web chat.
- Use multimedia search and playback to quickly expedite dispute resolution and enhance quality assurance evaluations and initiatives.
- Select, evaluate, and score interactions easily using intuitive evaluation forms and synchronized voice, text, and screen replay.
- Benefit from an open architecture, industry-standard technology, and optional encryption for superior reliability, scalability, and compliance with Payment Card Industry Data Security Standards (PCI DSS).

\* Requires CTI.

**A**udiolog is a high performance, multimedia recording platform that offers a variety of configuration options, ranging from a single recorder/playback unit to multiple, networked recording servers for larger or multiple sites.

With this flexible solution, you can choose what you want to record, select the best recording and playback methods for your environment, and pick the tasks you want to perform, such as quality monitoring, replay, and archiving.

To help expedite searches, Audiolog tags each call/interaction with related information, such as:

- Agent
- Caller Number\*
- CTI Private Data\*
- Channel
- Date
- Dialed Number
- DNIS or Campaign\*
- Duration
- Time

You can flag interactions, attach comments to them, and forward them to the appropriate people in your organization. This is especially helpful for responding quickly to questions concerning compliance or transaction management. Optional functionality can enable you to collect additional data for specialized tasks:

- **Encryption Management** – For compliance with PCI DSS, Audiolog uses AES-256 encryption to protect audio, screen, and related data when recorded, in transit, and archived. Decryption is performed on the playback workstation.
- **Advanced Desktop Analytics** – Audiolog permits customized capture of call-associated data directly from the agent screen via user-defined triggers that can start, stop, and tag recordings. This can help facilitate the automatic pause of recordings to avoid sensitive data, such as the CVV2 code in environments that need to comply with the Payment Card Industry Data Security Standard (PCI DSS). Recordings can also be tagged with important, transaction-related data, customer identifier, or account type for easy search and replay. Audiolog can also capture agent desktop activities and application usage to gain insight into desktop workflow, application usage patterns, and more.
- **RAPI-X SDK Tool** – Provides programmatic tagging of data to recordings for customized software development.

In addition to full-time, on-demand, scheduled, and criteria-driven recording, Audiolog offers optional PC screen recording to capture agent interactions — a helpful feature for managing compliance, dispute resolution, and training. Audiolog captures screens without disrupting your agents, while minimizing network usage and storage requirements.

Audiolog for Contact Centers provides a broad range of functionality:

- **Multimedia Recording**
- **Screen Capture**
- **Client and Browser Playback**
- **Archiving**
- **Quality Monitoring**
- **Encryption Management**
- **Digital Fingerprinting**
- **Reporting**



### **Choose from a Range of Playback and Archiving Options**

Audiolog offers client and browser playback options to meet the needs of a wide range of contact centers. Its state-of-the-art, Web-based multimedia search and playback tool allows simultaneous, synchronous playback of captured interactions. Supervisors can quickly search for, access, and play recordings from their desktops via a Web browser to gain a better understanding of what occurred during specific interactions. Advanced querying capabilities support a broad range of search criteria across multiple communications channels.

Audiolog can make it easy to handle a wide range of tasks remotely, such as scheduling recordings, performing call playback, and managing and configuring the system. This is particularly useful for contact centers with complex operations or multiple sites. You can secure recordings from unauthorized access and assign each user playback and monitoring rights by channel or agent. A playback audit trail helps you keep track of and respond to unauthorized incidents and abuse.

In addition to superior recording availability, Audiolog provides storage options that include Blu-Ray media, redundant hard drives, automatic archiving to DVD-RAM or to the Audiolog "Virtual Media" format, as well as support for NAS, SAN, and EMC Centera. You can choose from serial, parallel, or selective DVD-RAM archiving modes. The wide array of storage options can enable your contact center to store recordings and related information for as long as you need them.

### **Improve Quality and Efficiency**

Audiolog's optional Audiolog Interaction Quality™ software can help your contact center improve agent performance and enhance customer satisfaction. With this powerful, browser-based quality monitoring software, supervisors can play back captured interactions, evaluate agent performance, build new scoring forms, and access a broad selection of quality management reports — on site or remotely — all from their desktops.

Evaluation forms can be designed quickly to address new products and programs. You can retrieve and score them easily — even attach them to email messages with their associated voice and/or text files — enabling supervisors and quality evaluators to respond more effectively in the fast-paced contact center environment. Standard and customizable reports present performance details, summaries, and trends that can be delivered automatically. Supervisors can use this intelligence to identify agent skill gaps and provide targeted coaching, pinpoint and address process inefficiencies and trends, and gain insight into delivering a superior customer experience.

Better still, Audiolog Interaction Quality provides calibration functionality that can help your contact center foster consistency in quality scoring performed by multiple quality reviewers. For even greater performance, it can correlate evaluated behaviors with external key performance indicators, such as monthly customer satisfaction indices or weekly sales revenue, to help you align quality improvement efforts with your organizational objectives and identify opportunities for improvement.

### **Benefit from Superior Reliability, Availability, and Security**

Audiolog is built on an open architecture, uses standard PC components, the Microsoft Windows platform, and the Microsoft SQL database. This helps promote superior reliability, availability and interoperability — as well as cost-effective operation and superior performance. Spoken, emailed, and SNMP alarms are standard, alerting you to outages so you can take action quickly. Digital fingerprinting enables newly recorded calls to be signed digitally and validated later to detect tampering or alternations. Optional dial-out alarms can provide an even greater level of security for mission-critical recording.

Designed to be easy to deploy, use, and maintain, Audiolog supports full remote diagnostic access and remote service pack upgrade capabilities. It's also highly scalable, enabling you to add functionality and capacity as your contact center grows. The solution supports industry CTI standards, including TAPI, TSAPI, CSTA, JTAPI, OAI, and others, and is integrated with leading PBX, ACD, VoIP, and predictive dialer systems.



# Choose Bundled Functionality for Specific Tasks



For even greater flexibility, Audiolog software is available in packages that target specific functions in the contact center:

**Compliance Recording** – Includes functionality for local and remote monitoring and playback (voice and screens), reporting, system management, and more.

**Quality Monitoring** – Includes the functionality of the Audiolog Compliance Recording bundle, along with Audiolog Interaction Quality.

**Gain the Advantages of Impact 360 Workforce Optimization**

Audiolog can be enhanced with powerful functionality from Verint's Impact 360® Workforce Optimization™ suite, which includes workforce management, speech analytics, and more. With this functionality, users of Audiolog can capture customer intelligence, uncover business trends, discover the root cause of employee and customer behavior, and optimize the customer experience.

**Contact Verint Systems or your Audiolog reseller for more information.**



## 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 enterprise 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. (NASDAQ: VRNT) 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](http://www.verint.com).



[info@verint.com](mailto:info@verint.com)  
**1-800-4VERINT**

330 South Service Road  
Melville, NY 11747 USA

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