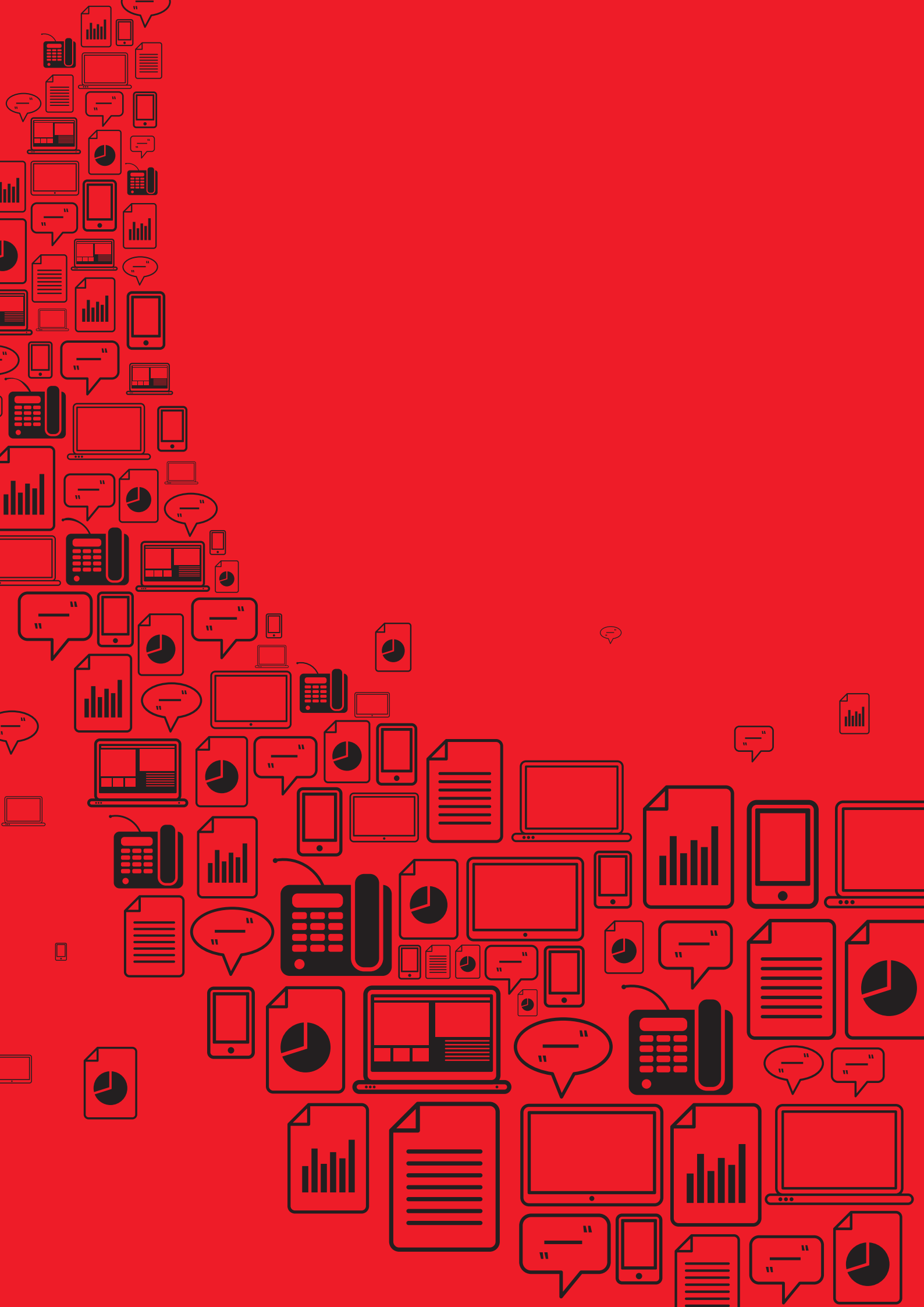


The Smart Solution for Contact Centres

Voice and data recording for businesses





Introducing advanced and flexible recording from Red Box

Improving quality of service while reducing operational costs are key aims of every contact centre. By capturing and analysing customer and workforce communications, your business can achieve both of these goals.

Red Box Quantify Recording Suite helps contact centres to improve quality of service, optimise operational performance and quickly resolve disputes. It's a comprehensive and trusted software solution for organisations that want to record, analyse and store communications for workforce optimisation, incident reconstruction and compliance.

**Trusted by
market leaders**

Highly connective.
Feature-rich. Secure.
Resilient. Just four reasons
why Quantify is chosen by
contact centres around the
world to capture
communications.

Why your contact centre needs to record

Recording communications helps to improve the operational performance of your organisation by:

- Offering valuable insight into what customers think about your company, products and services, allowing you to increase customer satisfaction and reduce attrition.
- Providing an overview of customer interactions and trends to aid decision-making.
- Helping to identify ways to reduce average call handling time and improve first call resolution (FCR).
- Allowing swift investigation of complaints for dispute resolution.
- Enabling identification of training and coaching needs to improve employee skills, confidence and reduce agent churn.

For all your recording needs

Quantify Recording Suite, Red Box's comprehensive voice and data recording solution, is designed for contact centres. It offers the functionality your business or organisation needs to:



Search for and replay recordings

The ability to quickly replay incoming, outgoing and internal calls is a key feature for contact centres that want swift access to information. With Quantify Search and Replay it's easy to perform custom audio searches based on data fields such as date, caller name and number. And when you've identified a recording that you want to replay, listen to it using Quantify's built-in Media Player.



Optimise your workforce

Workforce Optimisation (WFO) can improve the performance and engagement of your workforce. Red Box's solution for WFO includes Quantify QM, AudioSearch, Live Acquire and Screen Data Capture to offer a complete monitoring and training package.

Red Box WFO allows contact centre managers and team leaders to monitor live calls to provide 'real-time' coaching, automatically sample and select recordings for assessment, and create custom scoring forms. Daily, weekly and monthly reports track agent and evaluator performance, with coaching tips easily sharable.



Reconstruct events

Contact centres require an easy-to-use solution to help resolve customer disputes and conduct internal investigations but gathering evidence if it involves reviewing lots of recordings can be time consuming.

Quantify Event Reconstruct allows incidents to be quickly pieced together using recordings captured across multiple channels. It lets you create a visual timeline of events and replay all recordings sequentially or concurrently. And when important calls need to be retained, Quantify CallSafe enables recordings to be placed into secure storage where they are exempt from a standard retention cycle and held indefinitely.



Achieve PCI compliance

For contact centres that record communications but handle card payments, compliance with PCI DSS security standards is vital. PCI regulations do not permit storage of sensitive authentication data such as CAV2/CVC2/CVV2/CID information and failure to comply could result in a large fine.

Red Box's solution for PCI compliance works by suppressing audio from voice and screen recordings and can be triggered automatically, by the opening of a payment application program, or manually by button, keyboard sequence or softkey on an XML enabled Cisco® IP phone.

Introducing Quantify

Quantify Recording Suite is designed to capture, store, replay and analyse voice and data across your contact centre.

This comprehensive solution is:

Highly
connective

Quantify can record mixed communication types such as TDM, IP, VoIP, SIP, H323 and analogue channels, and is compatible with telephony systems from major technology vendors including Mitel®, Cisco® and Avaya®.

Secure and
resilient

Unique frame-based technology ensures highly efficient and secure preservation of data, which is authenticated and admissible as evidence in a court of law. Built-in monitoring and alerting plus optional implementation of Secondary recorders for automated failover supports the highest levels of resilience in the event of hardware failure.

Feature
rich

Individually licensable applications extends Quantify's core search and replay functionality to allow you to monitor and listen to calls as they happen, perform agent quality monitoring and assessment, conduct advanced phonetic audio search and suppress calls for PCI DSS compliance.

Flexible

For flexibility, Quantify supports on-premise and virtual deployment models. It is designed to grow with your contact centre so is easily scalable and responsive to technology changes.

Easy to use

Quantify's browser-based interface is secure, intuitive and requires minimal operator training.

Key Features at a Glance

- Turnkey, software only, virtual deployment options
- Wide connectivity with telephony systems
- Supports up to 1000 concurrent channels of mixed telephony per server deployment
- Compatible with cloud-based inception services for mobile recording
- Unique frame-based recording technology for efficient and secure storage of data
- Optional deployment of Secondary recorders for resilience
- SAN/NAS archiving option
- Flexible API for integration with well-known CRM systems
- Quantify applications for workforce optimisation and event reconstruction
- Call and screen suppression for PCI DSS compliance
- Easy-to-use and secure browser-based interface
- Roving licensing option for recording flexibility
- Sold and supported by Red Box and over 300 partners worldwide

Flexible Deployment Options

Quantify supports a variety of installation options. Choose the most appropriate for your organisation.

Option	Pre-built Red Box Recorder	Existing customer server	Virtual
Offered	✓	✓	✓
Information	A range of options is available, from servers suitable for SMEs to enterprise-scale environments	Works with a range of servers subject to meeting Red Box's minimum system specification	Supports VMware®, and Hyper-V™

Integrated Applications

By choosing Quantify Recording Suite, rest assured that you're purchasing a highly secure and easy to use solution for recording and replaying phone calls. But we haven't stopped there, developing a range of additional feature-rich applications to further enhance the value of voice and data recording.

Extend the core search and replay functionality of your recording system. Introduce workforce optimisation and achieve PCI compliance with the following Quantify applications:



Quantify Live Acquire

Listen to calls as they happen for analysis and to enable contact centre managers and supervisors to provide agents with 'real-time' coaching and assistance.



Quantify AudioSearch

Quickly and accurately search large volumes of spoken audio content for investigation, dispute resolution, call & transaction validation, and compliance checking.



Quantify QM™

Monitor calls to identify trends and agent training needs. Plus automatically sample calls for assessment and create customised scoring forms based on set evaluation criteria.



Quantify Screen Data Capture

Capture the activity of computer screens across your contact centre for quality monitoring, agent performance evaluation and assessment of training needs.



Quantify PCI Suppression

Comply with PCI DSS security standards through automatic or manual suppression of customer card payment details from audio and screen recordings.

Quickly compile evidence for disclosure and monitor performance of your recording system with:



Quantify Event Reconstruct

Quickly reconstruct incidents from multiple sources to compile evidence needed for auditing, disclosure and compliance. Build a visual timeline of events and replay recordings sequentially or concurrently.



Quantify CallSafe

Lock down important calls to exceed the requirements of a standard retention policy by placing them into secure network storage, where they are held indefinitely.



Quantify Call Management

Intelligently track telephony channels to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and statistics, and optimise network resources.



Quantify IQ

Choose from a range of customisable widgets to view a snapshot of local and remote recorder activity, allowing you to monitor performance and spot unusual behaviour.

'Choose the Quantify functionality that's right for you'

We're in great company

We believe in an open approach to shaping new thinking and solutions. So credit where it's due – to the world's leading IT and telephony vendors. We have been working alongside them to integrate our software with their solutions. For you, that means it's now even easier to choose with confidence a complete technology solution from your chosen provider complete with Red Box recording software.



What our customers say about us

"We selected Red Box based on its ability to provide a system that was easy to specify, install and manage. This will enable us to boost performance within the contact centre through enhanced monitoring, evaluation and training, whilst also supporting regulatory compliance and effective dispute resolution."

Nick Coates

Head of Product, Operations & Sales
Abercrombie & Kent

"We selected the call recording system from Red Box because it was the best solution available in terms of simplicity, functionality and cost. It has provided an effective means of streamlining and enhancing our quality monitoring processes, which is helping us to improve our contact centre operation and better meet the needs of our customers."

Mick Bowen

Head of Customer Services
Express Gifts

"As we continue to grow as a business, we are always looking for the most innovative technology on the market in order to improve the quality of our operations. The Red Box Quantify Suite is a market-leading product that will help ensure we continue to deliver exceptional levels of service, which is critical for a business of our nature."

Terence Eng

Technology Leader
FCm Travel Solutions



Discover the Smart Recording Choice

To find out more about how Red Box Recorders' leading technology
can benefit your contact centre, visit our website

redboxrecorders.com

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