IMPACT 360®
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 and employees. But capturing contacts is only one part of the compliance challenge. Maintaining, storing, and retrieving the information for verification, data mining, and business intelligence are equally important.

Verint® Systems can help. We offer **Impact 360® Recording™**, a proven, reliable system 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 the Impact 360® suite of workforce optimization solutions from Verint Systems. This patent-protected, fifth-generation suite brings together software and services for quality monitoring and recording, voice of the customer analytics, desktop and process analytics, workforce management, performance management, eLearning, coaching, and more into a unified solution for analyzing customer interactions, improving workforce performance, and optimizing service processes.

Apply a Proactive Approach to Call Recording

Impact 360® and VMWare:
Virtualized solutions for workforce optimization

vmware®
READY

businesssystems

Use Captured Data
to Improve Your Operations

Now You Can:

- Implement a full-time, enterprise call recording and archiving 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.

- Reduce your hardware footprint and energy costs with a recording solution that can support up to 1,000 channels of IP voice and screen recording on a single server.

- Meet the evolving needs of your business with optional encryption functionality that facilitates compliance with the Payment Card Industry Data Security Standard (PCI DSS).

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

Impact 360 Recording can support 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 to quickly locate 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. Right out of the box, it can work with most major telephony environments and offers application programming interfaces (APIs) to facilitate integration with proprietary systems. Because the solution can support up to 1,000 channels of IP voice and screen recording on a single server, it can help reduce the space, energy, and maintenance costs associated with traditional, multi-server recording systems.

In addition to recording conversations between customers and agents, Impact 360 Recording 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), it provides sophisticated, real-time control over recording and call indexing.

Because Impact 360 Recording leverages the same common architecture for IP recording as for traditional telephony, you can 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's patented recording technology 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. Moreover, recorders can be virtualized to help you get the most from your servers.

• Voice Recording/Search and Replay • Screen Capture
• Evaluations • Real-time Monitoring • Encryption
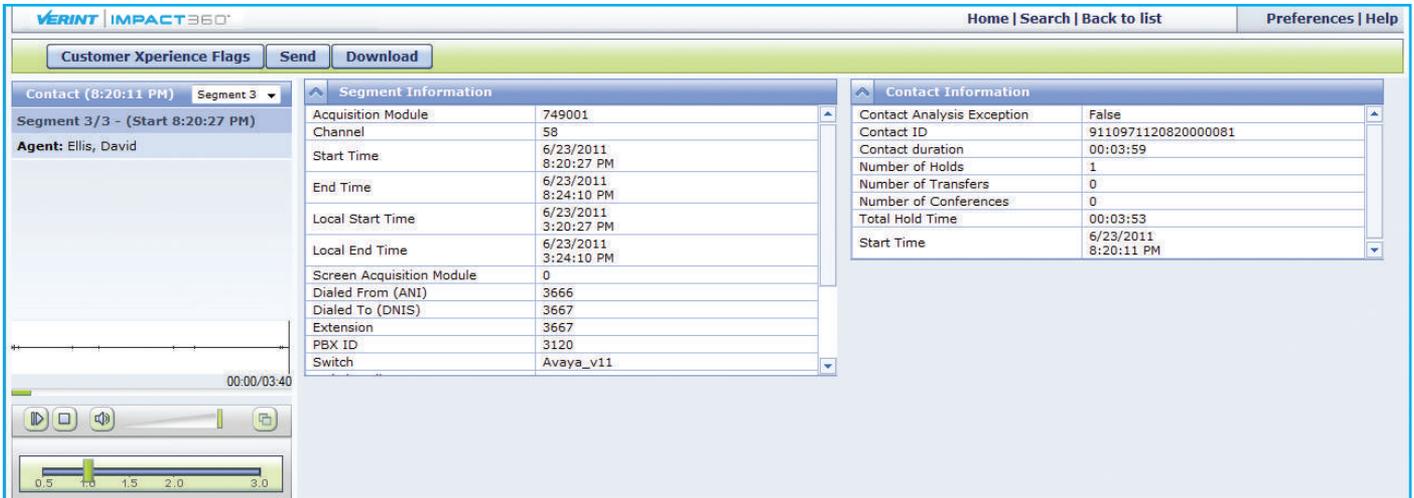
With Impact 360 Recording, you can search, retrieve, and replay captured contacts from anywhere within your enterprise.

High Availability and Redundancy

For high availability and maximum uptime, Impact 360 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.

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 on-line archiving to help meet the needs of your business.

Encryption Management

To help you comply with the PCI DSS, 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.

Scability

Impact 360 Recording can perform IP, TDM, and screen recording all on the same server at the same time, rather than requiring three separate servers. This can help your center reduce its hardware, storage, and administration costs.

Administration and Reporting

Impact 360 Recording provides centralized workforce optimization administration across multiple sites. You can administer staff information from a single point in the system, significantly lowering administration 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 Recording makes it easy to search for calls and related information, such as data entry and after-call wrap-up activities.

Additional Functions

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