

## Voice Recording Assurance Platform – Testing & Compliance

### Turret/PBX & Voice Recording Assurance - by Business Systems

Nxtera is a leading automation, monitoring and operational intelligence platform that provides tests for voice, video and data.

#### ➤ Rapid identification of systems failure

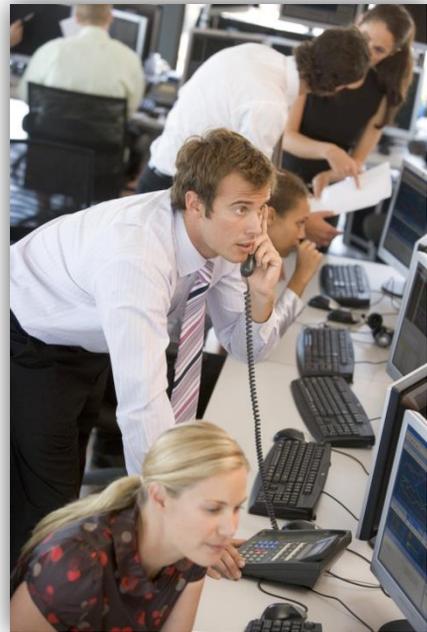
Using a combination of active (synthetic transaction, call and retrieval), passive (checks and balances of total calls recorded) and element management (platform status) the Nxtera platform ensures that any issues with recording availability, voice quality and component failure are identified rapidly.

#### ➤ Real time reporting to meet regulation

Providing real-time dashboards, SLAs and reporting for financial firms, it helps organisations meet FCA regulations by helping them overcome the risk associated with digital voice recorder failure via proactive monitoring of systems.

#### ➤ Tackle costs related to call recording retrieval

The technology can be set up to trigger advanced action plans including the automated retrieval of call recordings, providing speed and accuracy not associated with manual retrieval.



## WHAT YOU GET WITH NXTERA

Nxtera provides the automation of hourly, daily and weekly tasks with activity testing on voice recorders and trader voice platforms. It automatically triggers alerts and reports on issues as they occur.

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**VENDOR PLATFORM AGNOSTIC –**  
 requiring no special access or API's it performs activities like a user, service or engineer does.

**SUPPORTS:**

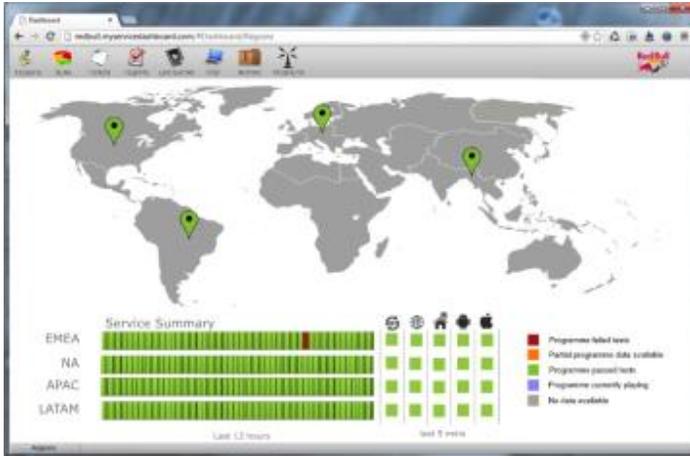

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**REPORTS & ALERTS –**  
 a number of options for reporting and alerting including real-time dashboards, SNMP traps and emails

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**ADVANCED SLA FEATURES -**  
 allow the performance of voice recorder services to be measured against a target when breached, supports drill-down to highlight individual offending breaches.

## Visibility

Nxtera provides clear, real-time dashboards, that allow reporting by exception and correlates disparate tool sets and business areas to provide a single view for operations.

Fully browser - based, customisable screens allow a variety of views including annotated maps, reports and workflow views



*Visibility across all areas*

## Automation

Most tasks have a variable input and can be repeated on ever-changing organic environments or are inherently dynamic in other ways.

The ability to automate these real world scenarios have been out of the reach of monitoring toolsets, until now. Nxtera can construct and prioritise test lists from a number of different or combined sources

## Scalability

The solution is delivered using the extensive Nxtera monitoring and operational suite. This means that the solution can be extended to cover a wide range of data-driven dynamic testing and monitoring scenarios for Voice, Video, Data and Web environments.

All components are horizontally scalable, support geographic, active-active failover and extensive integration and security features.

Considerable test version control, source control and test management are built into the platform, simplifying the management of large, diverse estates.

## The Business Systems difference

Business Systems is the UK's largest independent provider of call recording and workforce optimisation technologies encompassing analytics, workforce management and quality monitoring solutions. Offering unbiased advice on 'best fit' solutions from industry leading manufacturers, including NICE, Red Box Recorders, Vocal and Verint, Business Systems provides project managed implementations, consultancy and maintenance contracts.

Business Systems has a 25 year history of service excellence and boasts the UK's largest and most expert engineering resource, supporting from small single sites to the largest of multi-site requirements.

**ARRANGE A DEMO NOW  
TO FIND OUT MORE  
0800 458 2988**



462 London Road, Isleworth, Middlesex, TW7 4ED

**Email:** [sales@businesssystemsuk.com](mailto:sales@businesssystemsuk.com)

**Visit:** [www.businesssystemsuk.co.uk](http://www.businesssystemsuk.co.uk)

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