

QUANTIFY SEARCH & REPLAY

Powerful search, smart replay, enhanced analysis

Red Box empowers organisations to capture, secure and unlock the value of their voice data. With Quantify Search & Replay organisations can retrieve captured conversations for analysis through smart replay and transcription search.

POWERFUL SEARCH

Our powerful transcription and metadata search capabilities enable organisations to analyse voice communications through customisable search criteria as well as keyword and phrase identification.

Supervisors can easily check for adherence to scripts and compliance requirements alongside fact verification, identifying risks and evaluating individual performance.

SMART REPLAY

Quantify Search & Replay provides a fully integrated Media Player allowing both quick replay and fine media control for dexterous playback. Its extensive feature set, including audio effects and replay speed, is designed to help you listen to even the most difficult conversations. Additional Media Players enable provide full playback capabilities for video calls, screen recorded calls, instant messages and text messages.

FIND, RETRIEVE, LISTEN, ANALYSE

Solutions to help you to get the most out of your conversations.

- ✔ Built-in search & replay tools help you get the most out of communications
- ✔ Support for compliance regulations including MiFID II, Dodd-Frank and GDPR
- ✔ Identify key conversations and recreate events for investigations
- ✔ 24/7 help & support plus optional managed service offering



ACCESS CONTROL

Secure access and data protection are paramount for any organisation. Through Quantify, layered access control for individual users ensures a secure yet flexible solution across the entire business. User access can be refined to include feature and application availability and a tiered approach to replay access ensures captured conversations are only replayed by authorised personnel.

HELPING COMPLIANCE TEAMS

Our application suite enables organisations to meet the challenges of the evolving compliance and regulatory landscape, from PCI Suppression through to the complexity of GDPR, Dodd-Frank, and MiFID II. Quantify Search & Replay also provides:

CallSafe: Manage critical calls that need to be retained securely beyond your standard retention policy. Locks can be applied to individual calls, multiple calls or automatically through specified criteria.

Call Export: Call Export enables teams to export the audio, transcription and metadata for detailed analysis and investigations.

Call Annotation: Easily tag conversations through our annotation tool to help identify types or a group of conversations.

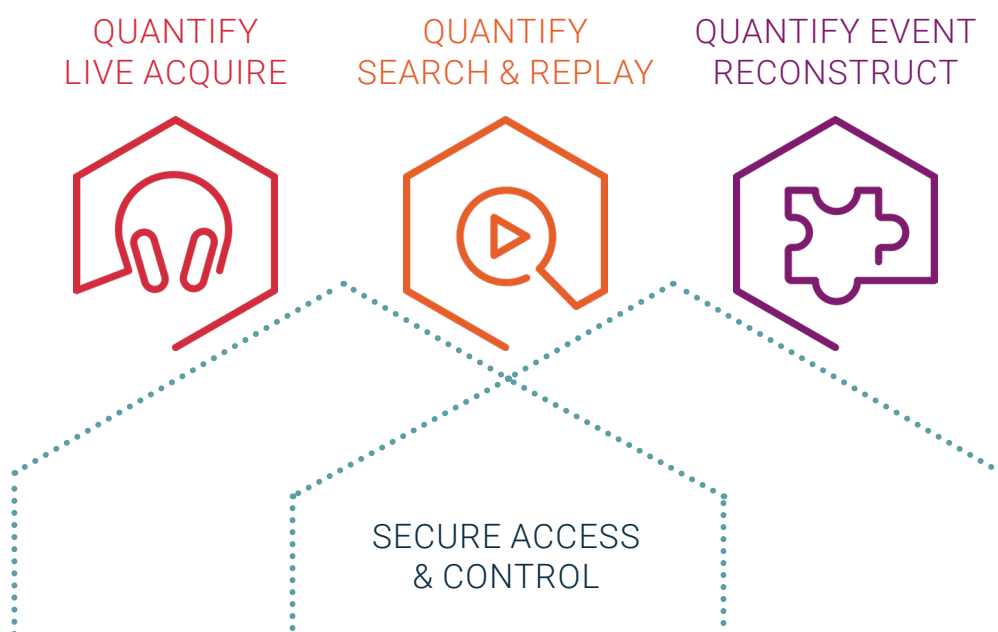
LISTENING LIVE

Customer Experience is a key driver for organisational improvement requiring Team Leaders to proactively monitor performance and provide coaching to improve agent interactions. Through Quantify Live Acquire supervisors can listen to conversations in real-time and develop individual coaching plans based on these agent interactions. Through the addition of the transcription post call, supervisors can search for a phrase or pinpoint a specific part of the communication and extract to highlight areas for improvement.

MITIGATING RISK

We can help you with all forms of fact verification, liability protection or dispute resolution. Trades, complaints, legal challenges and other incidents can be reconstructed and investigated for fast dispute resolution.

Through Quantify Event Reconstruct organisations can piece together conversations from multiple devices and channels to create a timeline of communications as they took place, this tool alongside our replay functionality enable compliance teams to create custom, shareable workspaces for investigations and disclosure when required.



Bradmore Business Park, Loughborough Road, Bradmore, Nottingham, NG11 6QA

0115 937 7100 | www.redboxvoice.com

All product, service, and company names are the trademarks or registered trademarks of their respective owners.

© Red Box Recorders Limited 2018. All rights reserved.