

Integrated Recording & Analytics Solutions for Cisco



Highlights

- **Compatibility**
Certified solutions to record and analyze communications based on Cisco solutions
- **Flexibility**
Cross-channel recording via land-line networks, mobile phone, video, SMS and screen activities
- **Security**
Fail-safe and redundant operation

ASC is a certified Cisco Solution Partner and provider of solutions for recording, quality management and analysis. EVOIP^{neo} active for Cisco UCM, EVOIP^{neo} active for Cisco UBE and EVOIP^{neo} passive for Cisco UCM provide a completely integrated VoIP recording solution.

ASC's ^{neo} suite records all communications channels including land-line networks, mobile phone, video call, SMS and screen activities. Additional tools for quality management, speech analytics, eLearning and workforce management round out the suite. ASC offers all its products either on-premise or via the Cloud.

We record & analyze communications



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Omni-Channel Recording

ASC's *neo* recording suite captures, saves and archives all communications and the corresponding call-index data for financial institutions, contact centers and public safety organizations.

EVOIP*neo* active for Cisco UCM

EVOIP*neo* active can be installed anywhere in the IP network independent of the LAN. EVOIP*neo* active is integrated into the call (either with or without notification of the participants).

EVOIP*neo* active for Cisco UBE

Gateway-side recording is initiated by the Cisco UBE (CUBE). The CUBE establishes a SIP session with the recording server and provides it with two separate data streams. Call-index data is transferred in a Cisco-specific SIP header. The calling party is tagged to the interaction through the value in the *From* header.

EVOIP*neo* passive for Cisco UCM

Passive recording runs via a SPAN port on the network switch where all data is duplicated and provided to the recording software via a dedicated port.

Cisco PHONE*app*

ASC's XML services are initiated via the Cisco IP phone. By pressing a key on the device, the recording may be started or stopped on demand.

Search & Replay

Browser-based or client- and server-based applications facilitate search-and-replay of archived calls through customized search criteria

Compliance

To meet legal regulations regarding communications recording, *neo* offers maximum reliability, state-of-the-art encryption mechanisms and individual access rights management to meet requirements by employee organizations. Moreover, risks and potential fraud can be identified while still incipient through automated processes.

QM & Analytics

Customers provide companies with valuable information on an enterprise-wide basis. ASC's quality management software, INSPIRATION*neo*, captures and assesses this information. Recordings of calls and corresponding screen activities facilitate the analysis of services, campaigns and products, and the results can be displayed in descriptive reports.

Certification

ASC is Cisco's long-standing technology partner, and its integrated recording solution EVOIP*neo* has been tested and certified by the Cisco Developer Network.

Benefits

- Recording of encrypted calls
- Customized configuration
- Tried-and-tested architecture
- Verified network design
- Compatible with the latest Cisco recording interfaces
- Integration with Cisco PHONE*app*

Über ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprise with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United States, Brazil, Japan, Singapore, Hong Kong, Dubai, Switzerland, the United Kingdom, France and Romania as well as a worldwide service network, ASC is a powerful global player in its industry.

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