



## ASC's *neo* Suite Recording, Analytics & Quality Management

### Highlights

- State-of-the-art recording and analysis for complex infrastructures
- Systematic capture and assessment of customer communications
- Solutions for financial institutions, contact centers and public safety organizations
- Compliance with the highest security requirements and regulations such as MiFID II
- Available via the cloud or as on-premise solution

With ASC's solutions users can increase their service quality, protect their assets and react optimally in emergencies.

Challenges of this kind are part of the daily business for companies and public safety organizations. ASC not only captures communications streams, but also evaluates them contentwise and structures this flood of data into valuable information which enhances productivity and decreases costs.

ASC provides solutions to record, analyze and evaluate customer interactions, including fixed-line, mobile voice, chat, video and screen activities. The content of communication becomes accessible and critical information and trends are revealed, providing real-time business intelligence for immediate management action.

ASC's entire portfolio is available as on-premise solution or via the cloud.

# Leading-edge recording and analytics solutions

## Omni-Channel Recording

ASC's *neo* recording suite captures, saves and archives multiple communication channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations. Since 1964, ASC has provided innovative recording systems to meet the most stringent demands.

## Compliance requirements

Today, companies face the imposing challenge of meeting regulatory directives such as MiFID II, Dodd Frank Act, and PCI-DSS. ASC's *neo* solution provides compliance recording with individual access rights to fulfill the demands of work councils. Flexible redundancy scenarios and state-of-the-art encryption mechanisms provide highest reliability and security to comply with legal regulations.

## Recording as needed

In case of threat calls, agents can choose to record the entire call at any point during the conversation. Bulk recording preserves all interactions to verify transactions and comply with documentation obligations.

## Quality Management

It's your customers who provide companies with valuable information to facilitate decision-making on an enterprise-wide basis. ASC's quality management software, *INSPIRATIONneo*, captures this information and assesses it. Through synchronized recording of calls and screen activities, it helps companies to analyze customer service, marketing campaigns and products. User-friendly reports turn raw data into valuable information, easily visualized to spot the

latest trends. Additional tools enable the management of processes, eLearning as well as speech and desktop analytics. Staff planning capabilities are available as an additional option.

## Analytics

*neo* provides a wealth of insights for companies with an otherwise unmanageable number of customer interactions. Trends can be discovered and automated evaluations are possible. Filtering incoming communications via speech analytics tools extracts and generates valuable information for any business. Breaches of compliance regulations can also be detected and eliminated to fulfill legal requirements and, as a result, heavy fines may be avoided.

## Recording and analyzing via the cloud

Volatile markets and shorter product cycles have become a tremendous challenge throughout the business world. *neo* has been designed to meet stringent demands of service providers. We provide you with communications recording and quality management as a service whereby capacities and features can be added as needed to react quickly and grow in the long-term.

## Customized solutions for any provider

ASC offers integrated solutions for major telecommunication service providers such as Alcatel-Lucent Enterprise, Airbus, Avaya, BT, BroadSoft, Cisco, IPC, Microsoft, Mitel and Unify.

They are tailored to fit the complex infrastructures of customers.

## About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises 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 United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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We record & analyze communications

