

Integrated Recording & Analytics Solution for BroadSoft broadsoft

Highlights

- **Compatibility**
Certified recording and analytics solution for BroadSoft communications
- **Cloud Ready**
Multi-tenancy and unlimited scalability
- **Security**
Evidence-proof and encrypted recording for compliance with legal requirements

ASC is a certified BroadSoft partner and provider of recording, quality management and analytics solutions for BroadSoft's communications platform BroadWorks.

ASC provides you with innovative, customized solutions to record customer interactions. In addition to communications recording, *neo* encompasses sophisticated Quality Management software including speech analytics, quality assurance and eLearning.

neo has been designed to meet the most stringent demands of service providers. Our entire portfolio is available as an on-premise solution or via the Cloud.

We record & analyze communications



Integrated Recording & Analytics Solution for BroadSoft

Omni-Channel Recording

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

EVOIP*neo* active for Broadsoft

Our solution EVOIP*neo* enables service providers to offer evidence-proof communications recording, analytics and quality management solutions as a service for businesses and private users. It is entirely software-based and may be virtualized or installed on any industry standard server. The software includes real multi-tenancy and enables the configuration of an unlimited number of users via a layered authorization structure.

SIPREC

Within the BroadWorks solution, calls are recorded directly from the IP network. The recording of the conversation is initiated by a back-to-

back recording with an end-device supporting the SIPREC protocol. A connection to the recording server is established via the PBX, and the RTP data is transferred in two separate data streams. The additional data is transferred in an XML file via SIPREC.

Search & Replay

Browser and client/server-based applications for flexible search and replay enable users to find relevant conversations based on additional meta information.

Minimize Fraud

With EVOIP*neo*, fraud and compliance risks can be minimized by meeting regulatory requirements. An automated identification of risks powered by speech to analytics technology helps you save time and money.

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, INSPIRATION*neo*, 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.

Certification

ASC is Broadsoft's global partner. ASC's solutions are tested and certified for BroadSoft.

Benefits

- Certified for BroadWorks
- High availability with fail-safe operation and redundant architecture
- Entirely software-based without any proprietary hardware
- Comprehensive call-index data for enhanced search-and-retrieval
- Compatible with a wide range of IP phones

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 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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