

# PRESS INFORMATION

(Hoesbach, May 4, 2016)



## **ASC's Solutions Help Authorities Preserve and Respond to Threatening Phone Calls**

### **Recording of Critical Communications by Simply Pressing a Button**

*Hoesbach/Germany, May 4, 2016* – In a time of widespread turmoil, ASC's recording solutions are being implemented by many public agencies to help preserve and respond to threatening phone calls.

More and more public facilities such as stadiums, embassies, airports, train stations or business offices are affected by threatening phone calls. Communications recording solutions enable the preservation of suspicious conversations and help public institutions and authorities to assess the situation, as well as initiate steps to protect the public and analyze the crime.

Marco Mueller, Chief Operating Officer of ASC, said, "The prevalence of threatening phone calls is a grave reality in today's world, and we are pleased to do our part in the battle against it. With ASC's documentation solutions, suspicious calls can be recorded simply by pressing a button. Otherwise, critical background information could get lost or become distorted."

With ASC's communications recording systems, at any time during the call, the recording function can be activated to save the entire call from the beginning. Integrated time-code systems add further information, such as the exact date, the number of the caller and time of the call. All measurements are accurate within a hundredth of a second.

The recordings are encrypted with an ASC proprietary format. In addition, recorded threat calls can be saved in WAV-format for transmission and replayed with a standard player. The tamper-proof recordings may be used as evidence for police investigations.

Furthermore, a configurable start/stop-control ensures only that threatening phone calls are preserved. All other communications will be immediately overwritten for protection of privacy. This mechanism is compliant with many international criminal codes enacted to protect confidentiality of oral communications. They limit the recording of phone calls to situations with concrete justification, such as an incoming threat call.

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For more information about ASC's portfolio, please visit [www.asctechnologies.com](http://www.asctechnologies.com).

## About ASC

ASC is a worldwide leading software company with innovative solutions to record, analyze, and evaluate corporate communications. All multimedia interactions in contact centers, financial institutions and public safety organizations are documented and analyzed. The content of communications becomes transparent, critical information is generated and market trends are revealed, providing real-time business intelligence for immediate management action.

ASC solutions make customer experience measurable. Specific actions can be taken to significantly improve customer retention, increasing corporate revenue and creating sustained loyal customers. Thus, ASC's customers are always one step ahead of the competition.

ASC also offers its solutions to be used in a Cloud. Therefore, customers have the choice to retrieve Software as a Service, on demand and always up-to-date, without any risk or pre-investment, and in the most flexible manner.

With subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore and Dubai, as well as certified and vastly experienced distribution partners, ASC's ambitious projects span more than 60 countries. Headquartered in Germany, ASC is a powerful global player with an export quota of over 70 percent and a worldwide service network.

## For more information, contact:

ASC Technologies AG · Seibelstrasse 2 - 4 · 63768 Hoesbach  
Anna Lederer, PR & Communications  
Phone: +49 6021 5001-247  
Fax: +49 6021 5001-310  
E-mail: [a.lederer@asc.de](mailto:a.lederer@asc.de)  
Internet: [www.asctechnologies.com](http://www.asctechnologies.com)