



We record & analyze communications

Integrated Recording & Analytics Solutions for Cisco



Preferred
Solution
Partner

Highlights

- **COMPATIBILITY**
Certified solutions to record and analyze communications based on Cisco solutions
- **FLEXIBILITY**
Cross-channel recording via land-line networks, mobile phone, video 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. EVOIPneo active for Cisco UCM and EVOIPneo 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 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.

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Omni-Channel Recording

ASC's Neo Recording Suite captures and stores all communications and related information in 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).

Parallel recording via CUBE Media Proxy

CUBE M Media Proxy allows highly redundant parallel recording to capture calls along with its additional data in parallel.

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
- FLEXIBLE RECORDING CONTROL VIA CISCO PHONE_{APP}
- SUPPORT OF ALL CISCO ENDPOINTS INCLUDING CISCO JABBER AND WEBEX CLIENT

About ASC Technologies

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

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