ASC Connect | Compliance Recording and Analytics for Salesforce

Highlights

- Compliant omni-channel recording

- Integration into Salesforce interface

- Transcription and keyword spotting for analytics

- Mapping of calls to contacts, cases, and leads

- Flexible recording control

- Meeting compliance requirements

The demand in reliable recording solutions is increasing not least fueled by the large number of legal regulations, safety standards, and the wish for a high service quality.

To enable Salesforce customers to document and archive their communication reliably, ASC offers ASC Connect – an integrated solution which provides recording for voice, video, and chat directly in the Salesforce application in compliance with legal regulations.

The integration is available on Salesforce AppExchange which serves Salesforce customers as comprehensive source for cloud, mobile, social, IoT, analytics and AI technologies.

We record & analyze communications

Compliant Recording and Archiving

Omni-Channel Recording

Especially, the financial sector profits from tamper-proof recording. The ASC recording solution complies with legal regulations such as Dodd-Frank and MiFiD II. This makes it an important tool to increase service quality, improve employee training, and thus boost customer satisfaction. Our _neo_ services capture, save, and archive corporate communication including the corresponding additional data across all channels (phone, screen, video, chat).

Recording Control

With just one click, a call can be recorded and replayed via the Salesforce GUI. ASC's comprehensive recording control allows you to flexibly start, stop, pause, set on hold, delete and mute/unmute recordings. That way, the entire corporate communication can be captured and accessed across the company.

Mapping of Calls

The Salesforce interface allows recording cloud as well as on-premise calls. Calls can be mapped to the respective contacts, cases, and leads. Transparently bundled in one central location, the recordings of the customer interactions can be accessed by all employees depending on access rights.

Detailed Analysis

Due to its sheer amount, incoming information cannot be analyzed in a target-oriented way unless it is structured in advance. Innovative analysis methods turn data into valuable knowledge for all departments of the company. The transcribed calls can be categorized and searched for keywords. On this basis, Salesforce Einstein Discovery reveals additional valuable information from the recorded communication in combination with other corporate data. Functionalities like automatic evaluation, categorization, service optimization, and employee qualification improve communication and service quality.

Data Security

The security of the customers' data is of major importance especially when saved in the cloud. Sophisticated encryption methods on tenant level and comprehensive management of access rights guarantee the protection of sensitive data.

Advantages

- **Compliant Bulk Recording**
  24/7 recording of all calls with high-performance software and high channel density

- **Compliant Selective Recording**
  Functionalities: Start/stop, hold, delete, replay, as well as different user profiles for authorization purposes

- **Transcription / Audio to Text**
  Automatic transcription of audio recordings to text as foundation for Salesforce Einstein Discovery (analytics / business intelligence)

Please follow us on

asctechnologies.com

We record & analyze communications