

Recording & Quality Management Solution for NFON's Cloud



Highlights

- **Neorecording**
Advanced recording solution for NFON's Cloud telephone systems
- **MiFID II-Compliance**
Compliance recording and documentation of consultant calls
- **Security**
Encryption of calls and management of complex user rights for maximum data security

The voice recording solution, Neorecording, enables tamper-proof communications recording. The software is now available in combination with Europe's leading Cloud telephone system, NFON. NFON offers data protection, fail-safe operations, easy deployment and certified speech quality.

In addition to voice recording, the solution provides comprehensive quality management tools to improve customer service. Neorecording is a secure investment for any business regardless of the company's size. With Neorecording, financial institutions are well-equipped to comply with the latest legal requirements.

We record & analyze communications



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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, the 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 the highest reliability and security to comply with legal regulations.

Neorecording

Neorecording offers a default recording profile for all configured phones - the perfect solution to encrypt and record all communications. To meet stringent security regulations, access to all data is protected by the latest security measures including tenant-specific encryption.

Neorecording Advanced

Neorecording Advanced offers additional features such as compression and recording control from your desktop via *CLIENTcommand*. Moreover, customer-specific recording profiles can be created to meet the demands of employees' councils or unions regarding the recording of agents as well as division, team-limited and other requirements.

Search & Replay

The application *POWERplay* Web offers multiple ways to implement sophisticated yet user-friendly search-and-replay for recorded conversations.

Quality Management

It's 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 analyze customer service, marketing campaigns and products. User-friendly reports turn raw data into valuable information, easily visualized to spot the latest trends.

Rights Structure

In addition to various access and user-rights permissions, the hierarchical management of the software ensures users are limited to authorized functions through the creation and assignment of individual user roles.

Benefits

- Compliance recording via the Cloud
- Active solution geared to financial institutions
- Tenant-specific encryption mechanisms
- Comprehensive search-and-replay functions
- Quality management software for data evaluation and service level improvement

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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