Integrated Recording & Analytics Solution for Mitel

∞ Mitel®
Powering connections

Highlights

- **Compatibility**
  Certified solutions to record and analyze communications based on Mitel solutions

- **Reliability**
  Flexible redundancy scenarios for highest availability

- **Security**
  Encryption of calls and management of complex user rights

ASC offers integrated solutions to record and analyze customer communications for Mitel MiVoice MX-ONE, MiVoice Business, MiVoice 5000, Mitel MiCollab and Mitel MiContact Center Enterprise.

Mitel and ASC have formed a strong partnership. ASC is Mitel's preferred vendor for recording, quality management and analytics solutions.

ASC's _neo_ suite records communications from multiple channels such as fixed-line networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning round out its portfolio. ASC offers its products as a local on-premise solution or as a service via the Cloud.

We record & analyze communications

ASC

Integrated Recording & Analytics Solution for Mitel

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.

EVOIP_neo_ active for Mitel MiVoice MX-ONE

ASC's solution, EVOIP_neo_ active for Mitel MiVoice MX-ONE, enables active recording by means of stream routing. It is initiated by a SIP message sent directly from the recorder to the IP phone. Additional call data is tagged through the CSTA interface.

EVOIP_neo_ active for Mitel MiVoice Business

ASC facilitates the recording of encrypted calls. This active solution has been developed in close cooperation with Mitel. Hot-desking support and recording of teleworker sets complete the service offer. Record on demand and LED feedback on the recording are additional features.

EVOIP_neo_ active for Mitel MiVoice 5000

Similar to Mitel MiVoice MX-ONE, active recording for this solution is implemented by means of stream routing.

Mitel MiContact Center Enterprise & Mitel MiCollab

Mitel solutions MiContact Center Enterprise and MiCollab are recorded by ASC's solution with additional call-index data for each interaction such as date and time. In addition, mobile phones can be recorded via one number service with MiCollab.

Easy recording of speech data from MiVoice Connect

MiVoice Connect is an on-site business phone system with the perfect union of communication and collaboration tools presented in one interface. With ASC's _neo_ suite companies are able to capture speech data from MiVoice Connect via a SPAN/monitor/mirror port. Companies can access additional call index data (extension, external number and direction) by analyzing the SIP protocol. There is no impact on existing infrastructure as the recording is completely passive.

Recording with Silent Intrusion

The function silent intrusion can also be used to record calls. Here, the ASC solution is directly linked to the call without generating a display information at the phone. Any end set can be recorded with silent intrusion. Besides IP phone, this also includes analog, TDM and DECT phones.

Search & Replay

Browser-based and client/server-based search-and-replay applications with flexible search criteria make it easy to search for recorded calls in a target-oriented way.

Recording Control

Control commands on Mitel phones can be configured to start and stop the recording as desired.

Quality Management

It's the customers who provide companies with the most valuable information. ASC's quality management software, INSPIRATION_neo_, captures and assesses this content. Recorded calls and on-screen activities, help to analyze services, campaigns, and products through user-friendly reports.

Certification

ASC is a global Mitel partner, and its solutions have been certified by Mitel.

Benefits

- Recording of encrypted calls
- Active solution geared to Mitel products
- Selective recording
- Recording of IP, analog, TDM, DECT and mobile phones
- Hot-desking support
- Recording of teleworker sets
- LED feedback on recording status

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 United Kingdom, France, Spain, Switzerland, Romania, Dubai, United States, Brazil, Mexico, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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