Integrated Recording & Analytics Solution for Avaya

AVAYA

DEVCONNECT
GOLD

Highlights

■ Compatibility
Certified solutions to record
and analyze communications
based on Avaya solutions

■ Reliability
Flexible redundancy scenarios
for highest availability

■ Security
Recording of encrypted
IP calls

ASC offers integrated and certified solutions to record and analyze customer communications for Avaya Aura.

ASC's _neo_ suite records communications from multiple channels such as landline networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning complement its recording capabilities. ASC offers its entire portfolio as local on-premise solutions or as a service via the Cloud.

We record & analyze communications

ASC

Integrated Recording & Analytics Solution for Avaya

Omni-Channel Recording

ASC's _neo_ recording suite captures, saves and archives multiple communications 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.

EVOIP_neo_ active for Avaya

ASC's EVOIP_neo_ offers an integrated recording solution for Avaya. The software records both IP and non-IP phones with selective or bulk recording.

ASC's active VoIP recording solution, EVOIP_neo_ active for Avaya Aura is connected to the ACM through the Device Media Call Control API (DMCC) and the Application Enablement Services Platform (AES), a high-performance middleware product for CTI. ASC's active voice recording solution also records Avaya One-X Attendant switchboards through the Telecommuter Mode.

EVOIP_neo_ passive for Avaya

ASC's EVOIP_neo_ passive recording solution for Avaya analyzes LAN traffic through a SPAN/monitoring port switch. With a CTI connection to the Avaya CM, additional call-index data such as phone numbers, call direction or call duration can be recorded

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

Avaya's PHONE_app_ enables recording control via configurable IP phones, and the recording may be started and stopped as needed. Threat calls can be marked and stored permanently.

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 information from recorded calls and on-screen activities. It analyzes services, campaigns and products and conveys the results in user-friendly reports.

Certification

ASC is an Avaya Gold partner in the Developer Connection Partner Program, and its solutions have been tested and certified by Avaya.

Benefits

- Recording of encrypted calls
- Easy configuration and administration
- Recording of threat calls
- Comprehensive search-and-replay
- Optional quality monitoring and analytics tools

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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