

Voice Recording



Scope

Unlock the full potential of your interactions with a comprehensive voice recording solution designed to meet your regulatory and operational needs. Capture and record omnichannel interactions—voice, video, screen, and digital—to ensure compliance with standards. Our platform seamlessly connects to multiple Automatic Call Distributors (ACDs). With robust end-to-end encryption for data and application interfaces, you can trust our solution to secure your recordings.

Benefits/Outcomes

- Record customer interactions and coaching employees via a single interface to search, playback, and monitor recordings with transcript support for all voice and digital channels.
- Intuitive single management interface for all facets of the recording cycle—from recording policies to conversation retrieval and storage.
- Allow customers to provide their own storage platforms managed by their own lifecycle corporate strategy including cloud AWS, Azure etc.
- Support RBAC (Role-based access control) to empower managers, supervisors, and agents with a single repository to access recordings and digital transcripts relevant to their role in the company.
- Execute audit traces and reports to provide metrics and insight by channel, team and skill to ensure your recording strategy is delivering the best results, and drill into data to identify gaps for improvement.
- Ensure remote recording is reliable so recordings meet compliance needs from anywhere on any device with no sacrifice to content quality, cost or effort.
- Have the ability for end users to annotate, tag, sticky note, and email recordings from anywhere, or download and export recording files.

Deliverables

- Initiate Kick-off meeting with customer to understand their collaboration strategy, use cases and expectations of the platforms they are looking to adopt.
- Perform an assessment of the current platforms to identify any existing dependencies so we can uncover any incompatibilities that may hold back the journey to the new recording platform this may include reviewing any CRM applications.
- Configure any on prem endpoints, cloud devices or storage platforms to adopt the new recording solution end to end.
- Provide end to end training with dashboard setup, application maintenance and administration.

Assumptions

- Customer will provide Tesrex consultants with unmetered/unrestricted administrative access to existing voice platforms to verify existing configuration and integrations.
- Document clearly what existing features need to be retained or newly adopted into the recording platform, including any strict regulatory, compliance and governance guidelines.
- Decide on a recording retention policy for both long-term storage and short-term active storage to support lifecycle management policies.
- Plan ahead for decommissioning any legacy analogue and unsupported VoIP telephony equipment.
- Acknowledge 3rd Party CRM applications integrating with the recording platform will need to be thoroughly analysed and checked for compatibility and upgraded if necessary.
- Every involved platform will be configured AS-IS; this means no change in the existing configuration will be made unless agreed to further advance the projects intended requirement.

▶ Arrange a call

If you are interested in our Voice Recording solution, please don't hesitate to let us know. Click the button below to give us your contact details and we'll be in touch to arrange a call.

Arrange call

▶ About Tesrex

We're a team of Cisco specialised IT consultants and solution providers based in London. Our goal is to accelerate the adoption of next-generation technologies in the organisations we work with. Everything we do at Tesrex comes down to our ethos; Design. Deliver. Nurture. This core ethos shapes every experience our clients have while working with us.

As a company, our roots first sprouted in San Francisco, USA before we started working in the UK in 2016. Since then, we have built a highly-skilled team with diverse knowledge so we can efficiently solve any challenge a customer presents to us and exceed expectations.

Want to talk? Reach out!

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