



Product Datasheet

**inConcert Allegro Contact Center**

# **Recording**

---



Record voice, screens and multi-channel interactions from a single integrated application.

Monitor your agents' performance and improve your customers' experience with inConcert Allegro Recording, a tool natively integrated with inConcert Allegro that lets you record every interaction.

## Overview

---

### Recording integrated with the contact center system.

Archive all of your communications, transactions and agreements between agents and customers to comply with regulations and also to evaluate, score and train agents. inConcert Allegro Recording is an integral component of inConcert Allegro Contact Center, so it's not necessary to integrate third party applications. Record multi-channel interactions on demand or automatically, in part or completely. Once recorded, interactions can be easily located and reproduced using a powerful web filter and search tool that also allows you to download and backup the multimedia files.

### Multicanal.

Independientemente del canal por el cual el cliente se contacte, inConcert Allegro Recording graba las interacciones y las almacena en un repositorio unificado. Adicionalmente, permite integrar las grabaciones a los procesos de negocio de la empresa, por ejemplo, grabando llamadas directamente desde su CRM o vinculando los audios con datos de la llamada, datos del contacto o la tipificación del resultado de la gestión.

### Simple, unified administration.

Access recordings through a powerful web interface that is easy to use and permits you to filter and search for interactions. A unified management tool allows you to instantly reproduce call recordings or videos, eliminating the need to consolidate media from different systems. Your search can be realized using a diversity of criteria such as call or contact data or the interaction results.

### Record screens.

Besides recording calls, inConcert Allegro Recording can record dynamic sequences on agents' screens as they deliver customer service. Synchronization of the video and the audio during reproduction provides a total view of the customer interaction and the agent's handling of it.

### Technology that adds value to customer interactions.

**Training:** inConcert Allegro Recording helps you identify your agent training needs, putting the focus on actual recordings of calls you select according to your search criteria, such as call duration or call results. Recordings obtained using the application's search filters can be used as material for training new agents, reducing the duration of training.

**Quality control:** Audio recordings created using inConcert Allegro Recording can be post-processed using inConcert Allegro Quality so you can perform a complete evaluation and scoring for each agent.

**Process improvement:** Analysis of recordings helps you identify opportunities for improvement in your business processes related to telephone customer service and employee training.

**Dispute resolution:** Use the recordings generated by inConcert Allegro Recording as evidence needed to resolve disputes with customers and as a defense against accusations.

# Key Features

Note: The implementation of some features may require professional services

## ■ Recording:

- Inbound and outbound calls.
- Chats.
- Email.
- Voice Mail.
- Complete, on-demand or selective recording.
- Storage on an indexed repository.
- Synchronized recording of screen actions with call audio.
- Recording of agents at multiple locations and when working at home.

## ■ Reproduction:

- Web console for searching with filters and reproducing interactions.
- Video reproduction synchronized with the audio.

## ■ Integration:

- Native integration with inConcert Contact Center Allegro.
- Integration with management applications via inConcert Allegro API.
- Integration with SAP, Salesforce and Sugar CRM via inConcert Allegro CRM Connectors.
- Integration with scripts and formularies via inConcert Web App.
- Integration with inConcert Allegro Quality for quality monitoring.

## ■ Back-ups and downloads:

- Daily, weekly and monthly programming of backups.
- Personalized file naming including information tied to the call handling (type of interaction, contact ID, call or interaction results, etc.).
- Backup and recovery using filter.
- Download recordings according to dialing lists.
- Application of distinct filters for identifying groups of recordings for download.



[www.inConcertCC.com](http://www.inConcertCC.com)



inConcert delivers full-IP, premise-based and hosted, cross-industry, all-included contact-center solutions, which help organizations to increase productivity, decrease operational costs, and earn customer loyalty. Each solution is customized using our proprietary contact-center software, specialized systems integration technology and professional services.

For more information, please visit [www.inConcertCC.com](http://www.inConcertCC.com)