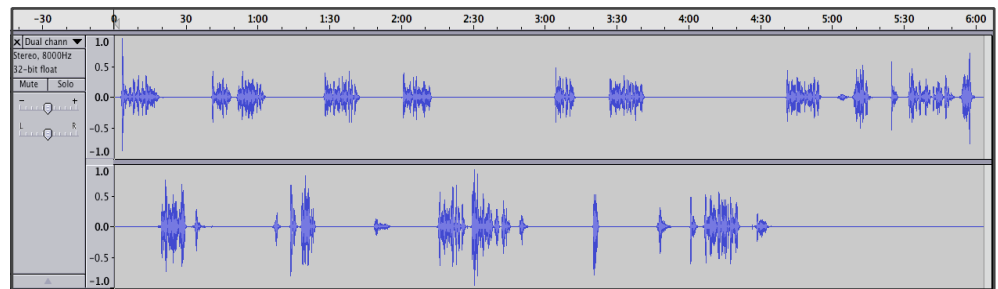




Supercharge your quality assurance with the only dual channel recording offering on the market today. Spoken's Dual Channel Call Recorder is the industry standard for call center recording solutions. Perform at peak capacity and maximize efficiency with full access to every aspect of every customer call by providing end-to-end high-fidelity, stereo recording. The Dual Channel Call Recorder records the agent on one channel and the caller on another, allowing for full analysis of silence and talkover times.

- Dual Channel telco-grade lossless recording
- U-law, 8000 sample rate, two channels
- Called number DNIS and caller ID ANI



Key Benefits

QA Metadata:

Best-of-breed data points for pinpointing key areas for agent coaching, training and improvement—match against QA standards

Cloud hosted:

24/7 access via permissions-based web interface for a consistent user experience

Secure Encryptuion:

Unique, on-the-fly encryption for each individual call for maximum security compliance

About Spoken's

Cloud ContactCenter Suite

Contact Center enterprise platform enables access to a flexible set of cloud-based services:

Avaya Hosted ACD

Citrix Virtual Agent Desktop

Conversational IVR

Secure Data IVR

Dual Channel Call Recorder

End-to-end Recording

Spoken's Dual Channel Call Recorder solution leverages the Spoken infrastructure to provide what no other recording solution can: end-to-end recording with 100% of the call delivered promptly to the call center archives in one file, including caller interaction with the IVR, hold time, transfers, and agent interaction—every second of the call, from phone up to phone down, delivered to the call center's database for quality assurance analysis.

New Levels of Quality Assurance

Spoken's Dual Channel Call Recorder's rich metadata allows the call center to pinpoint quality assurance issues and provide the best customer experience possible. Drill down and analyze the entire customer experience with end-to-end call recording, and isolate instances of agent talkover time at a glance with Spoken's unique dual-channel approach.

Secure Encryption on the Fly

Unique, on-the-fly encryption for every individual call. While most call recorders encrypt calls after the fact using a common key, Spoken encrypts each call individually in real time with a unique key for each call for maximum security.

Accessible Interface

Maintain universal access to recorded calls with a web portal providing information-rich, integrated view of calls and metadata. Permission-based access allows managers to securely listen to, download and analyze recorded calls.