

Interaction Recording

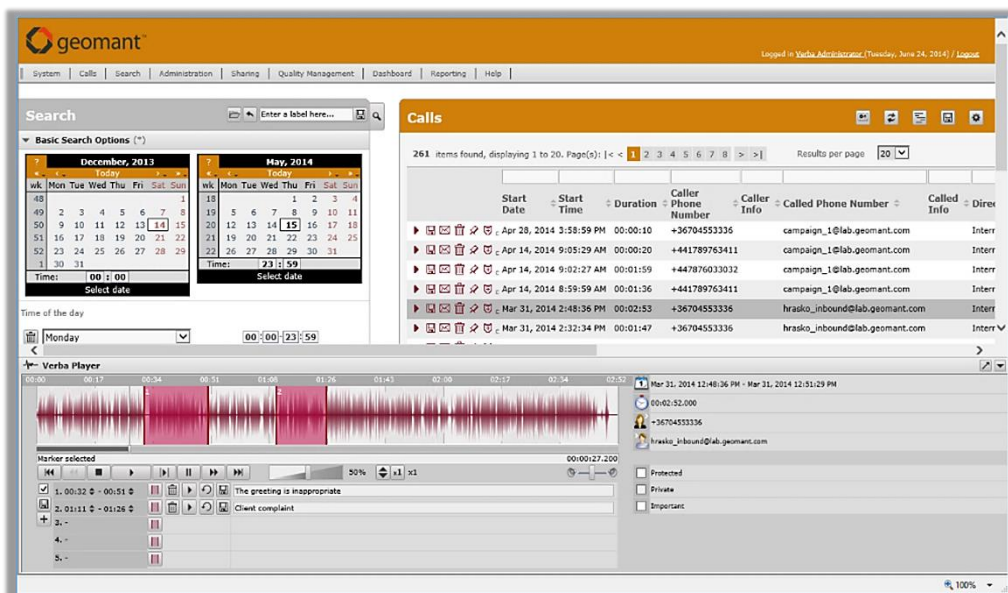
The Most Advanced Recording Solution for Unified Communications

The first certified enterprise-grade recording solution for Skype for Business, Verba Technologies offers the most advanced recording and quality management solution for Unified Communications (UC).

Delivering so much more than a traditional recording system, the Verba solution provides collaboration compliance, quality management and speech analytics, with recording capabilities for integrated Instant Messaging (IM), voice, video, telepresence calls and desktop screen capture. Communications of every type, including Skype for Business calls, can be recorded - internally or externally, using just one unified platform that is easy to use, quick to search, and accessible from just about anywhere.

Highlights

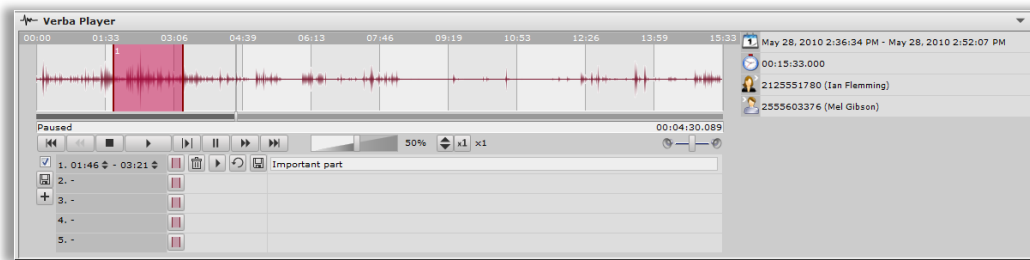
- ✓ Advanced recording solution for Unified Communications
- ✓ The first enterprise-grade recording solution for Skype for Business
- ✓ Records any media channel
- ✓ Integrated performance & quality management solution
- ✓ Flexible recording modes & methods
- ✓ Superior playback experience
- ✓ Multichannel graphical timeline viewer
- ✓ Scalable, reliable & absolutely secure



Manage All Your Recording Needs – Regardless of Channel

Whether you're a small business or a multi-site organization, the Verba Recording System is packed with flexible, innovative tools to define and manage your current and future recording needs. Regardless of channel or device, the solution provides everything your supervisors need to capture, evaluate, analyze and meet compliance and quality performance objectives. And since the solution is cross-platform compatible with leading UC and telephony vendors - including Microsoft, Avaya, Cisco, BroadSoft and others - it will add significant value and functionality to your existing UC deployment.

Scalable, reliable and absolutely secure, the Verba unified recording solution will ensure that you can better manage risk and liability, can confidently meet strict compliance demands, and can drive significant improvements in quality assurance.



A Complete Recording Solution:

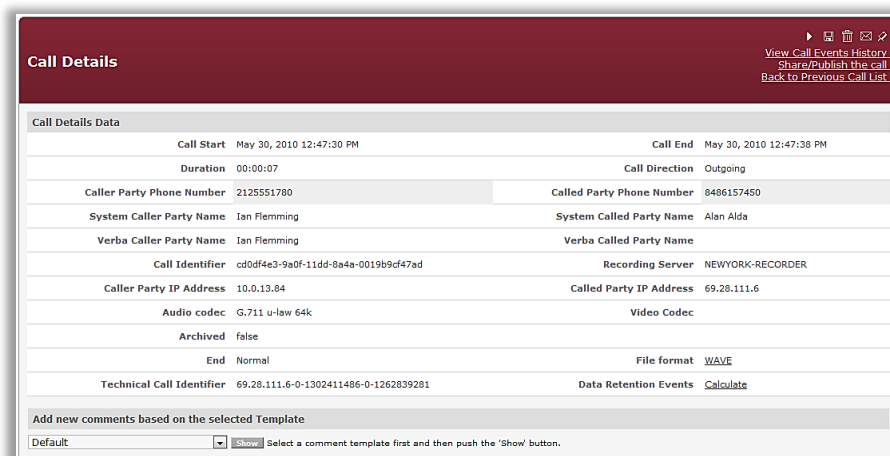
- Enterprise-wide recording of voice, video, screen, instant messaging, and telepresence calls.
- A unique recording and quality management suite for Skype for Business.
- Inbound and Outbound Skype for Business Call Recording.
- Real-time silent recording ensures that calls can be monitored unobtrusively, with no harm to call performance, or caller experience.
- Recording modes can be always-on, selective or on-demand, making it easy to define business recording needs.
- Sophisticated on-line search-and-play facility, with secure access control.
- Multichannel Graphical Timeline Viewer provides a visual representation of multiple recordings captured across multiple channels. Perfect for complex interactions where a session starts on one channel and escalates on another.
- Optional performance and quality management solution, including agent evaluation and scoring, enterprise reporting, and custom dashboards.
- Cross-platform compatibility with Microsoft, Avaya, Cisco, Broadsoft, and others, ensuring seamless integration with your current communications environment.

Enhanced Security and Access Control:

- Multi-level access control, with full audit trail.
- RSA digital signatures ensure full tamper resistance.
- End-to-end encryption and RSA/AES based media encryption ensure that sensitive/high-value data is always powerfully protected.

Simple Deployment and Administration:

- Centralized or multi-site recording.
- Secured data access and separation enables recording resources to be shared securely among multiple tenants.
- Web-based user interface that is easy-to-use and feature-rich.



About Geomant

Geomant is a well-established, innovative Software Developer and Systems Integrator, specializing in Microsoft technologies. Geomant has offices across Europe, USA and Australia, and a global reseller network.

Geomant's range of solutions for Skype for Business are all designed to add functionality and integration capability to Microsoft's Unified Communications platform.

Geomant's solutions include contact centre software, Interactive Voice Response (IVR), and call recording.

Contact Geomant

www.geomant.com
products@geomant.com

Americas: +1 512 222 32 06
Europe: +44 1789 387900
APAC: +61 409 99 78 39