verba
Keep your words

The Verba Recording System is a complete collaboration recording and contact center quality management solution for Microsoft Lync with integrated Instant Messaging, Voice, Video and Screen Recording in a single unified platform. Verba solutions deployed at leading global organizations in finance, security and more, help our customers better manage risk and compliance, develop quality assurance and increase productivity to enhance their business.

Enterprise grade call recording solution for Lync

With the arrival of Lync 2013, more and more organizations are recognizing the opportunities and benefits of using the Microsoft unified communication platform as their strategic enterprise voice platform. Call recording availability for the Microsoft Lync platform is vital for Lync adoption in large enterprises. Verba introduced the industry's first, enterprise grade, Microsoft Lync collaboration recording solution in 2011.

Providing a true unified recording solution, the Verba recording solution is ideal for contact centers (customer service, telemarketing, telesales), energy and utility companies, financial services providers (banking, credit card operations, trading floors), government agencies, healthcare organizations, law firms, market research and media organizations, security providers and small businesses.

The Verba Recording System advantage

Companies can leverage the Verba Recording System in key business applications such as legal compliance management, quality assurance, risk mitigation, verbal agreement archiving, best-practice training, centralized dictation, conference recording, dispute resolution, interview recording and threat handling.

Collaboration Recording for Lync

- **Collaboration Recording** – Instant Messaging, Voice, Video and Screens on a single platform
- **Flexible recording modes** – always-on, selective, on-demand
- **Covers all Lync call scenarios** – internal, PSTN, inbound, outbound, federated, remote, mobile
- **All Lync endpoints** – Lync 2010, Lync 2013 on all desktop and mobile platforms, Lync compatible devices

Rich and easy-to-use feature set

- **Clientless search and playback** – browser-based, no need to install client applications
- **Audited media sharing** – share data within the enterprise, without the media ever leaving the system
- **Centralized management** – execute all administrative and maintenance functions from your browser
- **Integrated quality management suite** – built-in QM solution provides agent evaluation, scoring, silent monitoring, screen capturing and enterprise grade reporting with customizable dashboards

Microsoft®
Lync Server 2010

Lync 2013

Microsoft Partner
Gold Application Development

Multiple architecture options

Build your physical or completely virtualized Lync recording environment by answering two simple questions and use the flexible Verba architecture to deploy a solution that fulfills all your requirements:

1. **Where to record calls?**
   a. Record In Normal Flow Path – for simple Lync environments, use Lync without modifications
   b. Reroute and Record Centrally – an answer to large, international deployments; use Edge-based Lync recording and/or the Verba Recorder Proxy to capture calls regionally
2. **How to record calls?**
   a. Monitor Port – simple solution for smaller environments
   b. Direct Installation on Lync Servers – no mirror ports, just install recorders on your Lync servers
   c. Traffic Collectors – lower CPU load on your Lync servers by sending network traffic to recorders
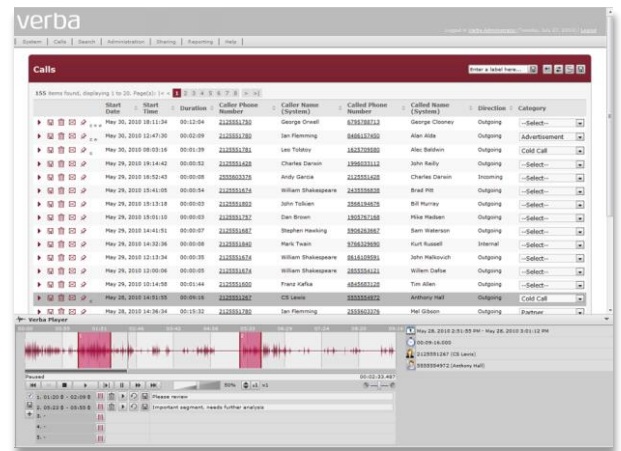
Verba experts will optimize your solution based on your network topology and capacity requirements.

Enhanced security

- **Multi-level access control –** with audit log and Active Directory Single-sign-on
- **Tamper proof** – RSA digital signatures
- **Encryption** – RSA/AES-based media encryption
- **End-to-end encryption** – all communication is encrypted

Enterprise-IT friendly

- **Intel Optimized** – unmatched performance at up to 750 simultaneous calls per server
- **Active Directory synchronization** – with support for multiple sync profiles and AD SSO
- **VMware and Hyper-V certified** – virtualization optimizations and large virtualized install base
- **Windows Server certified** – based on Windows Server 2008 and 2012 with SQL Server 2008 and 2012
- **CRM Integration** – Dynamics CRM (from third-party) and Salesforce integration
- **Built-In monitoring** – Enterprise monitoring, configurable alerts through email and SNMP
- **Automated storage management** – Data retention framework supporting multiple SAN/NAS locations
- **Streamlined backup and restore** – simple backup possible using industry standard tools
- **Multitenancy** – Lync hosting providers can host multiple customers on a single platform

Contact us to learn more about how the Verba recording solution can help you enhance your business to gain a competitive edge. Visit www.verba.com/lync or email info@verba.com.

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