

# Alvaria Recording™

Probably the most powerful tool in the contact centre quality arsenal is the ability to flexibly and easily record and play back customer interactions with agents across all channels of communication. Recording gives you a way to minimise your compliance risk as well as ensure that each and every agent is following best practices for customer dialogs.

Alvaria Recording offers customers both voice and screen recording to capture all customer interactions creating a valuable repository from which to measure the quality of individual agents, extract insights across many agents and prepare audio/visual training material for highly effective coaching sessions.

## KEY DIFFERENTIATORS FOR ALVARIA

### Full-time Voice and Screen Recording

Easily record, playback, stop, start and pause both two sided voice as well as agent desktop

### Modern, Graphical User Interface

Improve productivity and morale using a highly simplified, web-based, graphical user interface with the same look and feel as other Alvaria Workforce Engagement Management (WEM) components

### Best-in-Class Speech and Text Analytics

Proactively solve problems by extracting valuable insights post call and providing real-time coaching to agents and real-time alerts to supervisors

### Integrated Recording and Quality Monitoring

Alvaria Recording works seamlessly with Alvaria Quality™ for full-featured quality management

### HIPAA Compliance-Ready

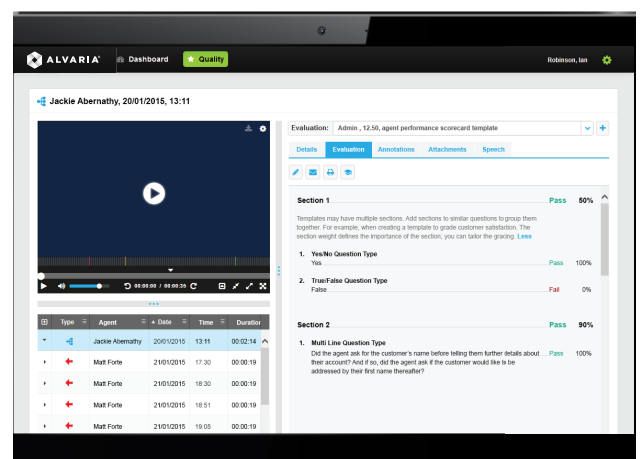
Use built-in AES 256 bit encryption and pause/resume as part of a HIPAA compliant system

### Compatible with Leading Technologies

Keep installations simple with a solution that is fully compatible with Avaya, Cisco, Alvaria CX Suite™ and other 3<sup>rd</sup> party contact centre solutions

### Rapid Improvement Coaching Process

Develop effective coaching strategies based on specific examples in voice recordings



# KEY COMPONENTS

## Workforce Engagement User Interface

Alvaria Recording integrates seamlessly with the other components of Alvaria WEM. Agents and supervisors are provided with a single graphical user interface for all components of Alvaria WEM, which sports a modern, uniform, look and feel similar to the interfaces being used by Apple iOS, Google Android and Microsoft Windows. This responsive web design supports all popular browsers including Internet Explorer, Firefox and Chrome and adapts to multiple display devices including PCs, laptops, tablets and smartphones of varying sizes. The Alvaria WEM interface gets people engaged with tools they enjoy, making the entire system easier to learn and use and providing exciting new options for Alvaria Recording™ users.

With this new user-centric design, Alvaria has been able to remove any technology barrier between the user and the complexities of voice and screen recording, so agents and supervisors can stay focused on their goals. With easy-to-use graphical icons, widgets, dashboards and screen layouts, agents are provided with a much simpler and cleaner way to see recent interactions as well as the full history. Intuitive dashboards keep agents and supervisors on track with a quick glance at the screen. In essence, users can accomplish their tasks with fewer clicks and in less time than has ever been possible before.

## Agent Listening

Alvaria Recording includes robust recording and live monitoring tools that give you insight into the complete customer experience and help improve agent quality and performance for both in-office and work-at-home agents. Both voice and data portions of your customer interactions can be recorded based on flexible business-driven recording rules you define. IVR sessions used for self-service applications can also be recorded and linked to the subsequent agent interaction for complete cradle-to-grave quality tracking. In addition, live monitoring of agents' audio and screen interactions can be conducted by supervisors to facilitate real-time assistance, enhance coaching and improve efficiency.

Using the Alvaria WEM modern and intuitive interface, agents and supervisors can view evaluation forms, recorded calls and screens, as well as engage with interactive coaching modules with markers at points in the recording where the coach noted that the call could be improved. Recordings can be downloaded in standard Windows and Apple media formats, and top scoring examples can be distributed to agents for review using virtually any common computing device from PCs to smartphones. These features help your agents observe how to deliver a great customer experience and enable them to apply new skills immediately.

## Advanced Speech and Text Analytics

Alvaria Recording is tightly integrated with all Alvaria speech and text analytics products, which allow you to quickly and automatically identify agent quality problems, find root causes and ultimately alter processes and behaviour to alleviate the problem. For example, Alvaria Engagement Analytics™ can target first call resolution by identifying repeat callers and determine why they are calling multiple times, in fact, it can automatically categorise the reasons for calls across thousands of customers. Our speech analytics capability can also quickly zero in on unusual call dynamics such as silence areas and long hold periods to determine the underlying issue. You can also do data visualisations, discovery through automatic topic analysis of transcripts, reporting and subscriptions, as well as playback and transcript reviews. Alvaria Engagement Analytics is vendor-independent meaning it supports all major call recording solutions, which will keep your investment safe as your environment changes over time.

### Flexible and Secure Recording

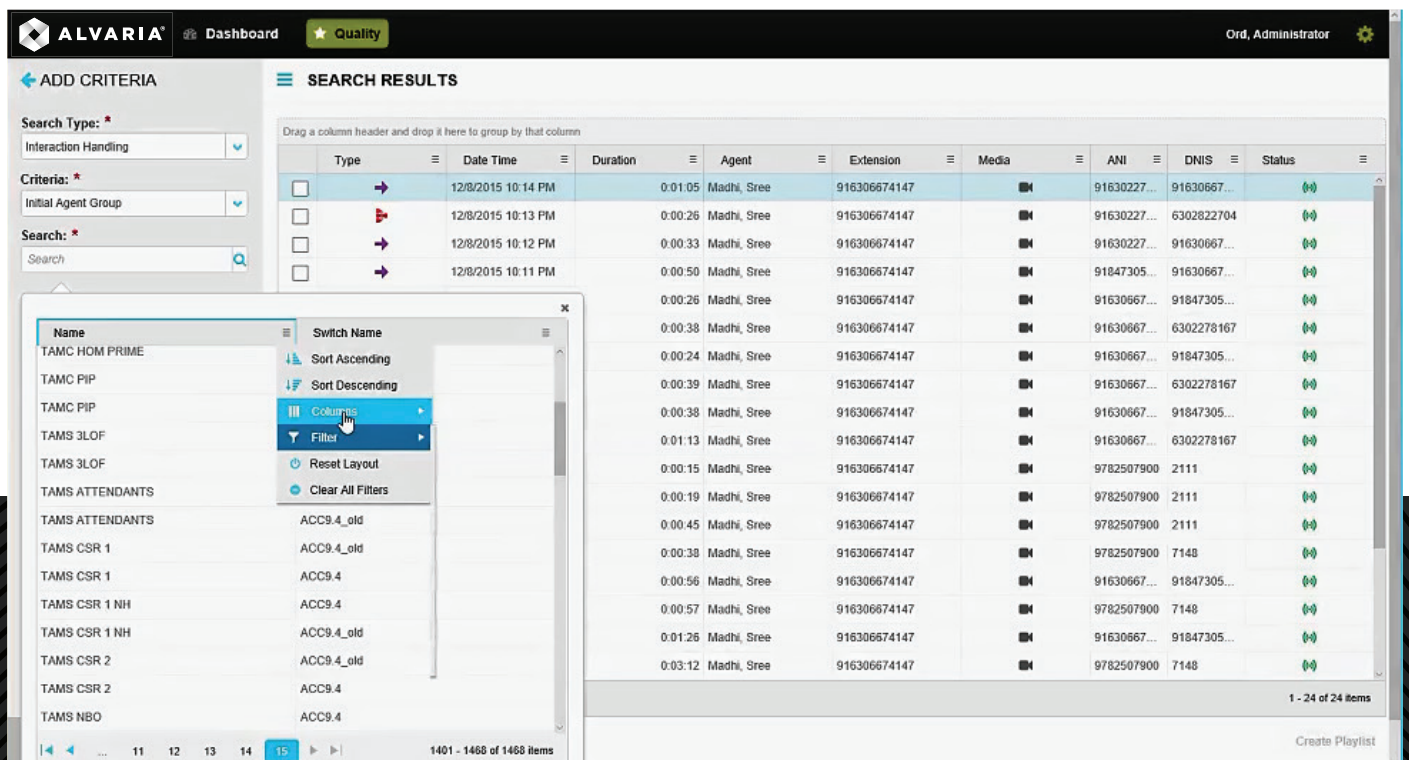
Alvaria Recording™ can play a vital role in your overall strategy to ensure regulatory compliance, such as HIPAA. The solution’s recording cache capabilities enable you to record all of your customer interactions as a precaution, with the flexibility to apply business rules to archive only those interactions relevant to compliance requirements, resulting in lower storage costs. Each interaction is captured using a standards-based recording format in a secure environment and can be easily accessed using time and date stamps along with other metadata like customer account number or agent ID. Robust security and built-in encryption features are also included to help ensure sensitive customer data is securely handled. All audio and screen data is encrypted using AES 256 bit built-in encryption for secure transmission over the network as well as secure file storage and playback.

### Native Integration with Alvaria Quality™

Alvaria Recording was developed in close conjunction with Alvaria Quality creating a powerful complement of products that provides many important features for the QA team. For example, with tight integration to the Alvaria Quality solution, users can control voice and screen recording playback to easily perform interaction evaluations, calibrate evaluations across evaluators, initiate coaching easily within the evaluation screen, execute workflows with performance management and conduct many other important QA functions.

### Seamless Integration with Leading Contact Centre Providers

Because quality management is central to improving your customer interactions, Alvaria Recording seamlessly integrates and shares data with other key contact centre technologies in a variety of ways. It supports other workforce engagement capabilities so you can enjoy a single view of all calls, whether inbound or outbound. Alvaria Recording is tightly integrated with Aspect® Unified IP® for customers who want to add full featured recording without adding new hardware. Alvaria Recording is also fully compatible with all leading suppliers of PBXs and ACDs, including Avaya, Cisco (including 10.x) and others to reduce integration costs and provide a greater return on your investment.



Example Search Screen

## KEY FEATURES

- Robust and flexible voice and screen recording
- Modern, intuitive, browser-based user interface removes technology barrier and dramatically shortens learning curve
- Annotate the interaction time-line with comments at specific noteworthy points
- High performance speech and text analytics provides valuable insights
- 256 bit AES encryption and pause/resume enable HIPAA compliant recordings
- Flexible business-driven recording rules
- Seamless integration with leading contact centre solutions including Avaya, Cisco and Alvaria
- Tight integration with Alvaria CX Suite™ for the most robust fulltime recording requiring no special VoIP or trunk tapping hardware
- Native integration with Alvaria Quality™ and Alvaria Engagement Analytics™
- Compatible with 2014 SQL Server
- Supports Windows 10 and Edge

### About Alvaria™

Alvaria helps organisations efficiently manage and engage the modern workforce and connect compliantly with customers and prospects. Our open, innovative multi-platform is purpose built for two core competencies; a feature-rich, intuitive, and intelligent workforce engagement management platform, and a multichannel proactive compliant outreach platform. Alvaria, the product of the merger of world leaders - Aspect Software and Noble Systems - is proudly celebrating 50 years in business reshaping customer and employee experience. ALVARIA. Reshaping Customer Experience™.