

Smart voice and data recording

with Red Box Quantify



Simplicity is underrated.
Often the most powerful
and significant ideas
grow from straightforward
concepts that serve
basic purposes and are
executed exceptionally well.

Complex tasks don't need complicating any further. Especially when you need reliable, user-friendly voice and data recording solutions to enable you to capture, archive, retrieve and analyse your communications day in, day out.

At Red Box, we get it. Which is why we want you to get things done more easily and efficiently, today and tomorrow. Our solution helps you to achieve compliance, monitor quality and performance, analyse data, and more.

It's straightforward. It's sophisticated. It's the smart choice. The world doesn't just need smart – your organisation does too. Our solution is right here waiting to be discovered.

Find out more at redboxrecorders.com.

Straightforward recording with search and replay

Quantify Recording Suite

The Red Box Quantify Recording Suite gives you access to a complete set of voice and data recording applications designed to help your organisation, no matter its size, capture communications and achieve compliance, monitor quality, perform audio analytics and manage calls.

Trusted by companies and organisations in over half of countries across the globe, Quantify is compatible with all leading communication technology platforms and is easy to integrate, with flexible installation options. Install on your own server, a pre-built Red Box recorder or go virtual.

Red Box's solution is fully scalable, designed to grow with your business. All data recorded is obfuscated for security, is court admissible, and can be archived securely for as long as you need it to be.

Powerful yet easy to use

Quantify Recording Suite's intuitive web-based interface gives you the tools you need to monitor and search voice and data recordings fast - and with minimal training effort required. Listen to recorded or live calls, reconstruct events from multiple communications sources, add notes and tags, and assess quality and performance.

Live monitoring

Using Quantify Recording Suite's Live Acquire, supervisors or team leaders can select any agent or extension and monitor calls in progress or via instant replay through a headset or remote device.

A window into your organisation

Quantify Recording Suite incorporates a visual timeline that lets you see what's happening inside your voice recording system, offering an at a glance view of call volume, duration and more.

If you need to piece together an incident or trade, Quantify's Event Reconstruct application makes life even easier, allowing you to build a timeline in a single pane of glass, no matter how many different sources the communications came from.

Quality management and audio analytics

With Quantify QM™, improve the quality of service and training in your contact centre. Perform agent evaluation, assessment and coaching, with live monitoring, synchronized voice and screen recording.

Quantify AudioSearch extends the capability of Quantify Recording Suite further still. It allows you to search voice content and meta data so that the right calls can be retrieved for investigation, dispute resolution and auditing purposes. Used in conjunction with our Quantify QM™ application this offers a powerful tool for finding and scheduling reviews of calls that need evaluation, saving you time and effort.



Trust Red Box for your recording needs

We don't do language barriers. Quantify Recording Suite is available in English, French or Spanish, or if you'd prefer another language we can deliver it. Just ask.

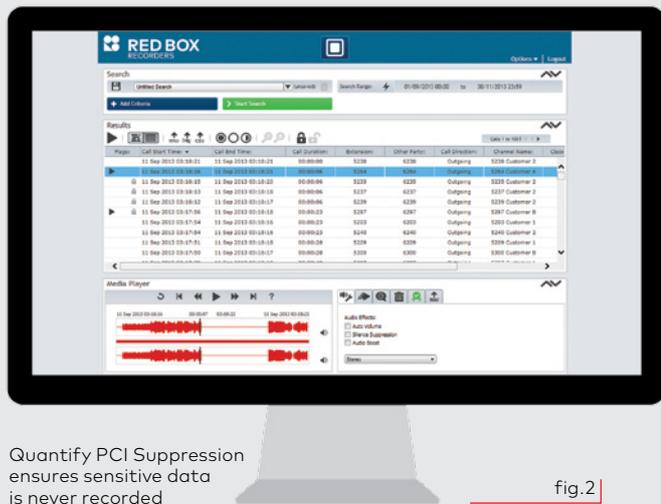
Compliance

Quantify PCI Suppression

PCI DSS (Payment Card Industry Data Security Standard) helps to maintain data security by prohibiting organisations from recording payment details. Quantify provides a range of 'out of the box' options for compliance, allowing you to decide how it works for your organisation and can be implemented most cost-effectively.

Compliance recording through silence

Red Box Quantify PCI Suppression gives you the tools to make authenticated voice and screen records with automatically or manually triggered suppressed audio or visuals. When configured to work automatically, the software triggers suppression when an agent opens a card-payment application to prevent the capture of sensitive information that's spoken or visible on the payment card application. Recording automatically resumes when the taking of details is complete. Suppression can also be initiated manually if required at the push of a button.



Quantify PCI Suppression ensures sensitive data is never recorded

fig.2

Quantify Mobile Recording Suite

Financial services organisations must comply with market regulations for electronic communications recording. Regulations such as Dodd-Frank and COBS 11.8 mean that mobile phones and text messaging fall under data recording and retention policies. Red Box's Quantify Mobile Recording Suite integrates with Quantify Recording Suite to provide a fully encompassing and secure solution for recording mobile communications.

Highly capable

Quantify Mobile Recording Suite works with your BlackBerry® mobile service as an on-premise or hosted recording system or as an intercept mobile or SIM-based recording solution. What's more, since you make or receive calls as normal, there's no noticeable change to the mobile handset experience.

Lower cost

Quantify Mobile Recording Suite treats mobile recording the same as fixed-line recording, meaning that means you pay less per user. There's no additional hardware or complex licensing – one license per user covers everything. It's a seamless, one-off investment that secures your organisation and helps achieve compliance.

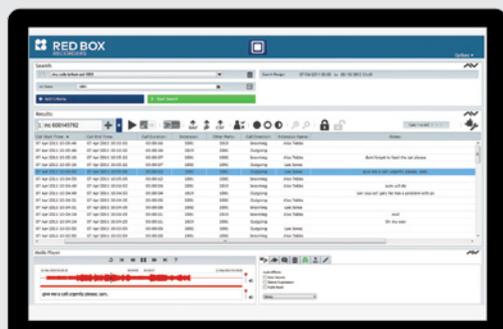
Quantify CallSafe

Red Box Quantify CallSafe allows you to keep calls for investigation, compliance or legal disclosure. Calls can be locked and stored safely, with no threat of deletion, for as long as you need them to be – indefinitely if necessary. CallSafe is used in a range of sectors and provides 'litigation hold' in financial trading.

Locks the original call

With a single click Quantify CallSafe puts the call, or set of calls, into secure network storage. While in litigation hold, the call can't be altered or overwritten, but can easily be referenced with a note or incident number. There's no effect on other calls; these stay compliant with your usual retention requirements.

BlackBerry® is a trademark of BlackBerry.



Quantify Mobile Recording Suite is user-friendly and easy to use

fig.3

Quality and performance

Quantify QM™

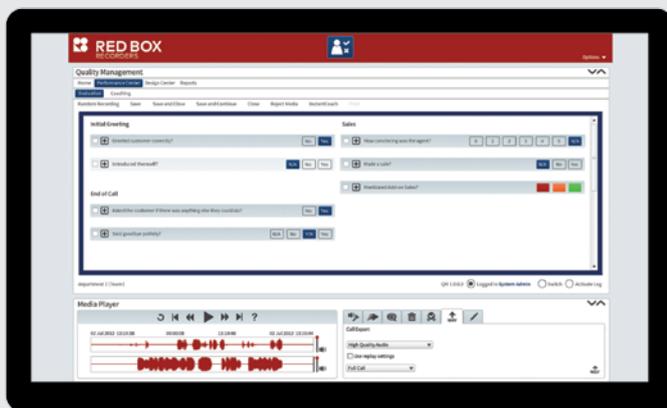
Red Box Quantify QM™ will help you improve service quality and performance in your contact centre. It's the perfect quality monitoring and evaluation package that enables you to perform everything from agent evaluation and assessment to training and coaching. With Quantify QM™ you'll deliver measurable improvements in vital areas such as call handling time and first call resolution.

So simple to use

Quantify QM™ is very easy to get to grips with. It's designed for supervisors and managers without specific IT training and requires no specialist knowledge, so you can spend more time managing your agents and less time configuring your systems.

This powerful application, which integrates with Quantify Recording Suite, offers:

- Live monitoring
- Synchronised voice and screen recording
- Automated scheduling of calls for review based on pre-defined search criteria for evaluation by team leaders
- Customised scoring forms based on your evaluation criteria
- Flexible reports
- Distribution of coaching tips to agents



Gain measurable results with Quantify QM™

fig.4

Quantify Screen Data Capture

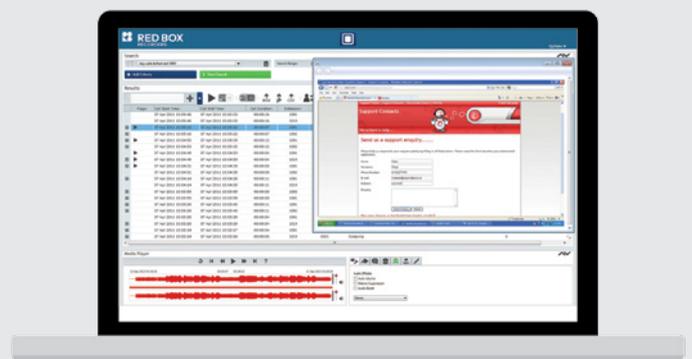
Red Box Quantify Screen Data Capture delivers simple screen recording across your network. As a straightforward desktop recording application it's ideal for contact centres and back offices and can record hundreds of PCs at a time. It works seamlessly with audio recordings so that supervisors can review the exact sequence of events on any PC with synchronised audio and screen replay.

Designed for compliance

If your business has to meet regulatory compliance requirements such as those of PCI DSS, Quantify Screen Data Capture provides a welcome solution, as visuals can be suppressed to ensure compliance with any regulation that stipulates certain transactional data must not be recorded.

Improves training and quality

With such easy screen recording, supervisors can also carry out agent performance evaluations and check for service quality assurance. Combine Screen Data Capture with Quantify QM™ for additional coaching and assessment options.



Screen recording is clear and crisp with Quantify Screen Data Capture

fig.5

Audio analytics

Quantify AudioSearch

Search voice content quickly and accurately across audio communications at a far lower cost than traditional audio analytics.

Quantify AudioSearch is invaluable in investigation and dispute resolution and for validating transactions or call information. It offers intelligent search of both speech and call meta data, with filters across a wide range of criteria that can help with compliance checks. For example, you may need to verify how your agents greet customers or whether your company name is mentioned early in a call.

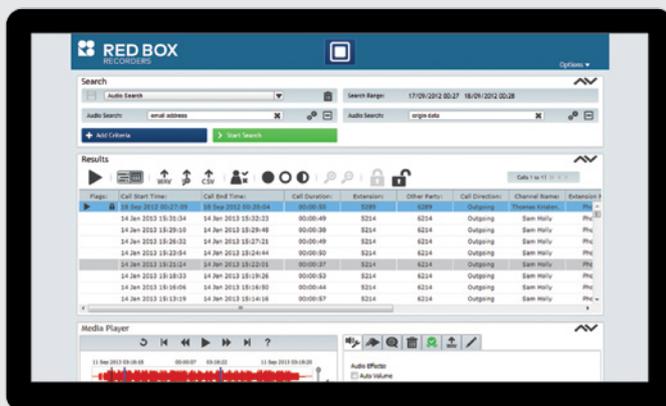
Quantify AudioSearch will search large numbers of calls simultaneously, plus when combined with our Quantify QM™ scheduler, allows a sample of calls to be selected for evaluation.

Advanced voice analytics technology

Quantify AudioSearch uses remarkably adaptable phonetic indexing, so it automatically returns precise results regardless of audio quality, speaker accent, dialect, slang or non-standard grammar.

Fast and flexible

Quantify AudioSearch is ideal for the emergency services, particularly police forces, where it helps to rapidly collate and distribute evidence for court case files. It supports over thirty languages and can be used in diverse environments, even where specialised industry terms are used.



Quantify AudioSearch – all the audio analytics you need

fig.6

Call management

Quantify Call Management

With Quantify Call Management businesses can significantly reduce communication and call billing costs. It helps improve employee productivity by identifying non-business outgoing calls and detects network abuse or fraud – thereby reducing unnecessary costs.

The perfect call accounting tool

Quantify Call Management gives web-based 'dashboard' views of activity from all your call systems in near real-time, together with flexible reports and data visualisation. Better still, the software monitors VoIP quality of service (QoS) to ensure you receive the required level of call quality from your network provider. So you won't just benefit from effective call logging; you'll optimise resources and control your budgets more easily.



Quantify Call Management software produces fast, accurate reports

fig.7

Incident investigation

Quantify Event Reconstruct

Red Box Quantify Event Reconstruct makes it simpler to gather evidence and investigate incidents for compliance or disclosure, especially when used in conjunction with the fast search and retrieval of Quantify AudioSearch.

It enables you to reconstruct single events from multiple sources such as telephony, radio, PC screen recording and SMS. The application allows you to manage large volumes of recordings using a visual timeline and synchronise up to 50 outputs at once.

Designed for rapid results

With Quantify Event Reconstruct you can start collecting evidence very quickly as it requires minimal training. There's a workspace area with simple 'click and drag' – allowing you to sort and select from potentially thousands of recording files, and add notes or comments.

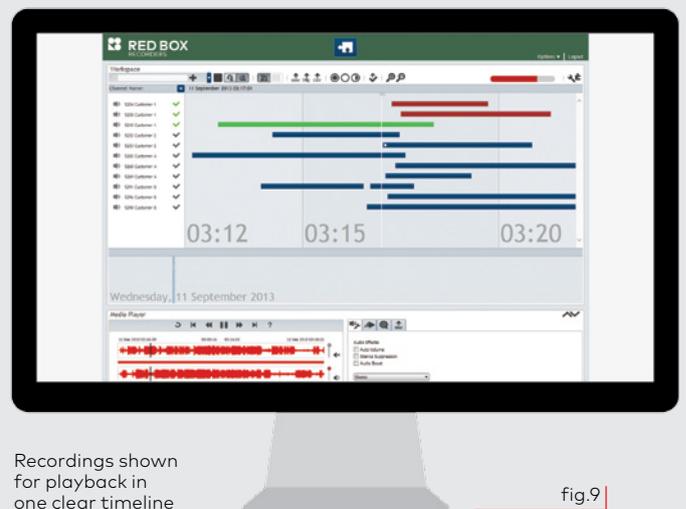
Event Reconstruct is ideal for investigation teams: a group of users can work on the same case and consolidate files into a secure, shared workspace for output to other evidential systems. All calls are authenticated and so are admissible in court.

For whatever reason you need to recreate an event Quantify Event Reconstruct will help you work more efficiently.



Quantify Event Reconstruct lets you sort and select multimedia recordings

fig.8



Recordings shown for playback in one clear timeline

fig.9

About Red Box Recorders

Red Box Recorders is a global provider of voice and data recording solutions that solve often technical and complex business challenges in the smartest and most effective manner possible. The company's advanced and proven solutions enable the capture, authentication, analysis and evaluation of multimedia communications from a wide range of data sources including fixed-line and mobile calls, radio, screen, SMS and instant messaging. Organisations within the contact centre, financial services and public safety sectors who work with Red Box Recorders are not only able to comply with the latest recording regulations, but also become more competitive, productive and efficient.

Red Box solutions can be found throughout the world and are supported by its established global infrastructure and a network of over 300 partners worldwide to deliver the highest levels of quality, service and support. Designed with the user in mind, its simple and easy interface, deployment, and maintenance, combined with its unrivalled functionality, makes Red Box increasingly the smart choice for businesses.

redboxrecorders.com



RED BOX
RECORDERS

Red Box Recorders Limited

Registered office:
Bradmore Business Park
Loughborough Road
Bradmore
Nottingham
NG11 6QA

+44(0)115 937 7100
info@redboxrecorders.com

© Red Box Recorders Limited 2014. Registered in England No.4186453