

All you need to know about Red Box voice and data recording



Thank you for choosing to become a Red Box Recorders reseller, it's a pleasure to work with you! If you aren't familiar with Red Box and would like to know more about our voice and data recording solution Quantify Recording Suite, here's the important details that you and your customers need to know.

About Red Box Recorders

- Global provider of smart voice and data recording solutions
- Over 20 years' industry experience
- One of the fastest growing call recording companies worldwide
- Focused on compliance recording across markets
- Solutions for finance, contact centres, government, public safety and more
- Headquarters and R&D in Nottingham, UK
- Regional offices in London, New York, Hong Kong, Singapore
- Supported by strong global reseller network

Why we're the smart choice

- Innovative, proven and highly resilient technology
- Partnerships with key technology vendors for wide connectivity
- Software that is easy to install, use and maintain
- Individually licensable applications for custom functionality
- One single, flexible and scalable solution
- Focused on customer needs
- Highly experienced and knowledgeable staff
- Trusted by businesses and organisations around the world
- Experts in voice and data recording for compliance and risk mitigation

Reasons to record

Red Box's voice and data recording solution enables organisations to:

- Keep an accessible log of telephone calls and other voice communications for record-keeping and fact verification
- Locate and review information to accurately reconstruct incidents as they occurred for investigation, dispute resolution and liability protection
- Monitor quality, assess employee performance, and provide personalised coaching and training
- Improve customer satisfaction while reducing operational costs
- Comply with the latest recording regulations and call handling standards

Key technology partners



The difference we make

Tradition

Sector	Finance
Industry	Brokering
Profile	One of the world's largest interdealer brokers in over-the-counter (OTC) financial and commodity related products
Need	Call recording for event reconstruction, dispute resolution, fraud investigation, monitoring of back office performance, targeted employee training
Solution	Over 8,000 channels recorded at sites across the UK and Americas Recording of turrets and IP telephony

香港賽馬會 The Hong Kong Jockey Club

Sector	Contact Centre
Industry	Charity, Sports Entertainment
Profile	Over 13,000 agents handling 65,000 calls per hour
Need	Call recording to ensure compliance with betting regulations
Solution	1,100 VoIP and analogue channels recorded Integration into Genesys T-server for additional call data

Quantify Recording Suite

Capture voice and data for fact verification, record keeping, quality monitoring and more with this powerful yet easy to use browser-based software solution. Choose the following applications to customise Quantify to your needs.



Quantify Live Acquire
Listen to calls as they happen for analysis and to enable managers and supervisors to provide employees with 'real-time' coaching and assistance.



Quantify AudioSearch
Quickly and accurately search large volumes of spoken audio content for investigation, dispute resolution, call & transaction validation, and compliance checking.



Quantify QM
Monitor calls to identify trends and employee training needs. Plus automatically sample calls for assessment and create customised scoring forms based on set evaluation criteria.



Quantify Screen Data Capture
Capture the activity of computer screens across an organisation for quality monitoring, employee performance evaluation and assessment of training needs.



Quantify PCI Suppression
Comply with PCI DSS security standards through automatic or manual suppression of customer card payment details from audio and screen recordings.



Quantify Event Reconstruct
Quickly reconstruct incidents from multiple sources and build a visual timeline of events to compile evidence needed for auditing, disclosure and compliance.



Quantify CallSafe
Lock down important calls to exceed the requirements of a standard retention policy by placing them into secure network storage, where they are held indefinitely.



Quantify Call Management
Intelligently track telephony channels to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and more.

Key technology differentiators

Frame-based recording

All active recording channels are saved to single frame files rather than separate files per channel. Frames are written to storage every few seconds which means far less data is at risk in the event of a system failure.

Converged recording

With one server, capture communications across fixed-line and mobile phones, trading devices, radios, and command and control systems. Quantify supports VoIP, SIP, TDM, E1, RoIP and more.

Up to 1000 channels per recorder

Highest number of channels in a single server means a smaller footprint.

Highly scalable

As an organisation grows, Quantify's flexibility makes it easy to record additional channels.

Flexible deployment options

Choice of hosted, on-premise and virtual deployment options.

Highly secure and resilient

All recordings are authenticated and stored in a proprietary format. Quantify supports automated failover between primary and secondary recorders for business continuity.

Visit www.redboxrecorders.com/partners-dashboard to access all the latest Red Box marketing materials, technical documentation and other resources.

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