

Hosted Call Recording & Quality Management Suite

Deliver the Best Customer Experience

NUSO Call Recording offers advanced contact-center functionality such as call recording, live monitoring, reporting, quality management and speech analytics.



Call
Recording



Live
Monitoring



Reporting



Quality
Management



Speech
Analytics

Call Recording is ideal for managing contact-center environments and recording general business conversations for compliance, legal protection, and quality management. NUSO Call Recording enables organizations to optimize business processes, resolve customer disputes, comply with regulatory requirements, and increase productivity.

Quality monitoring and evaluation software enables businesses and contact centers to evaluate agents' performance, provide feedback and support, coach and train agents. With Call Recording, you can effortlessly monitor and improve the quality of customer interactions to deliver the best customer experience.

Benefits

- Enhance customer service and agent productivity
- Improve operational efficiency and sales process
- Resolve disputes quickly
- Increase security
- Minimize liability
- Improve marketing and business intelligence
- Comply with legal requirements

Call Recording

Cloud-Based User Interface

Access call recordings anytime, anywhere with intuitive, user-friendly Web interface - no desktop software needed.

Intuitive Call Search & Playback

Search millions of calls by any parameter, quickly and easily - e.g., date, time, caller/callee number, agent's name - or simply type in a search term. Playback is available right in the browser window.

Multiple Recording Options

Record all calls automatically. Select calls to be recorded based on rules or specific criteria. Initiate on-demand call recording from web-browser or IP phone menu.

Look Back Technology

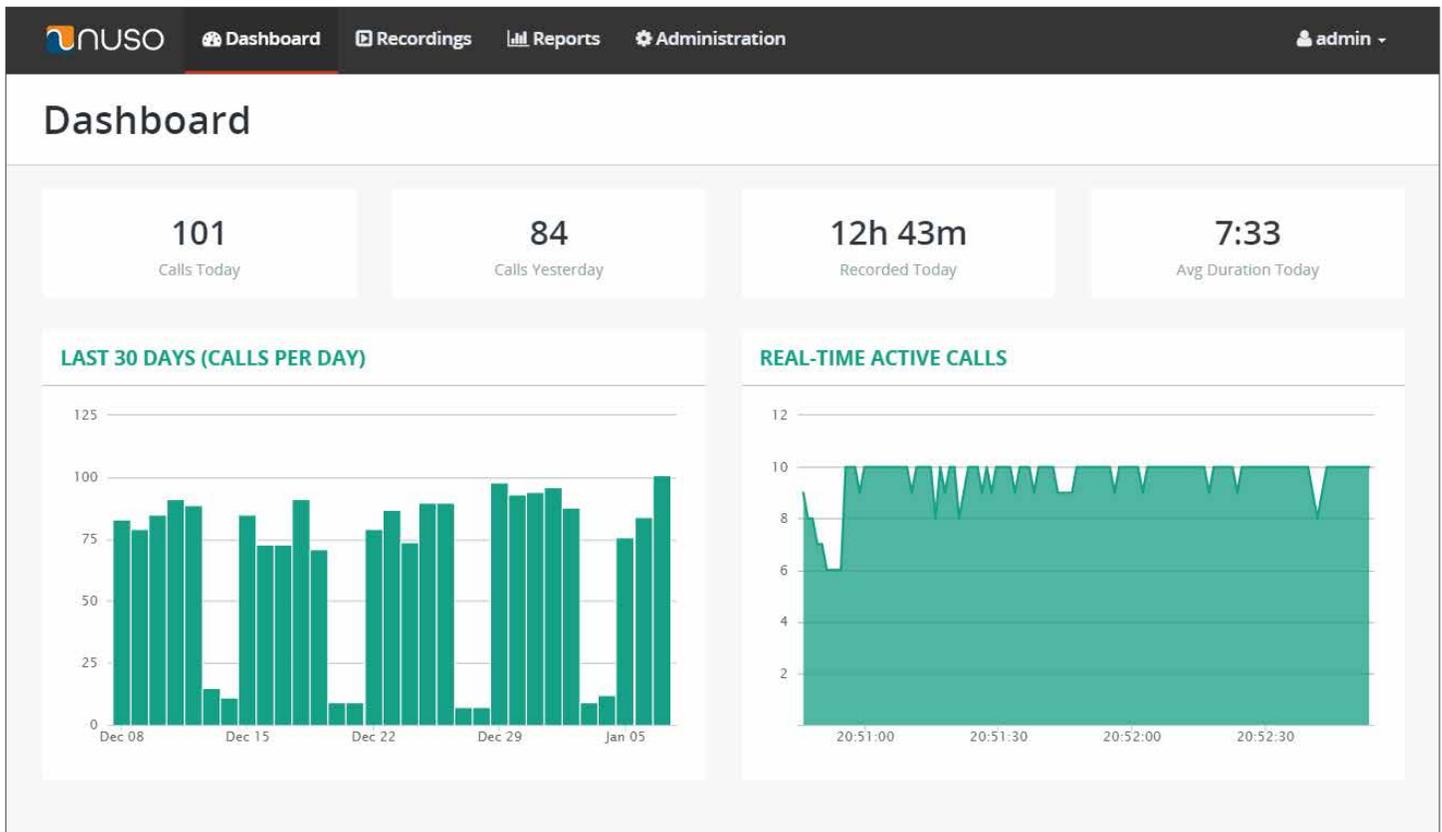
Record conversations from the start, even calls that are already in progress. With the Look Back feature, you won't miss a single word.

Active & Passive Call Recording

Record calls across a variety of call scenarios and telephony infrastructures. NUSO supports both active (integration with PBX) and passive (port-spanning) call recording, to deliver the best call-recording option in any deployment scenario.

Centralized Multi-Site Call Recording

Record calls made to and from multiple locations and branches.





Broad Compatibility

Get the most widely compatible call-recording solution available anywhere. NUSO partners with leading equipment vendors, ensuring interoperability with virtually any phone system, including:

- | | | |
|------------|-------------|----------|
| Cisco | NEC | Siemens |
| Avaya | Genesys | Asterisk |
| Broadsoft | Grandstream | and more |
| Metaswitch | Polycom | |

Virtualization Support

Increase flexibility, optimize hardware resources, and reduce total cost of ownership. NUSO supports VMware and Hyper-V virtual environments.

Cloud-Ready, True Multi-Tenant Solution

Host multiple tenants, such as service providers' and outsourced contact-centers' customers, on a single system. New customers can be added to the call-recording platform quickly and easily, with no additional administration or maintenance effort required.

Industry Leading Scalability

NUSO easily scales from a few phones to thousands. With industry-leading performance and reliability, businesses can record up to 1200 concurrent calls on one server.

The screenshot shows the NUSO web interface for a specific call recording. At the top, there is a navigation bar with 'Dashboard', 'Recordings', 'Reports', and 'Administration' menus, and a user profile 'admin'. The main header displays the call ID 'Call 07987654321 -> +447123456789' and a 'Delete Call' link. Below this is an 'AUDIO' section with a waveform visualization of the call recording. The waveform shows a series of vertical bars representing audio amplitude over time, with a scale from 0 to 40 seconds. Below the waveform are two buttons: 'Pause' and 'Save audio file'. The bottom section contains three panels: 'DATE/TIME' with fields for Date (2010-05-19), Connect Time (10:19:18), Disconnect Time (10:19:58), and Duration (0:40); 'FROM' with fields for User (David Amado), Phone Number (07987654321), Phone Name, and Ip-address (192.168.0.10 (5060)); and 'TO' with fields for User, Phone Number (+447123456789), Phone Name, and Ip-address (192.168.0.154 (5060)).

Quality & Performance Monitoring

Effortlessly monitor and improve the quality of customer interactions to deliver the best customer experience.

Fully Integrated with Call Recording

Quality Assurance integrates seamlessly with NUSO Call Recording, featuring an intuitive and user-friendly web interface.

Live Monitoring

Monitor employees' calls in real time to guide and support agents to deliver optimum customer service.

Customizable Score Cards

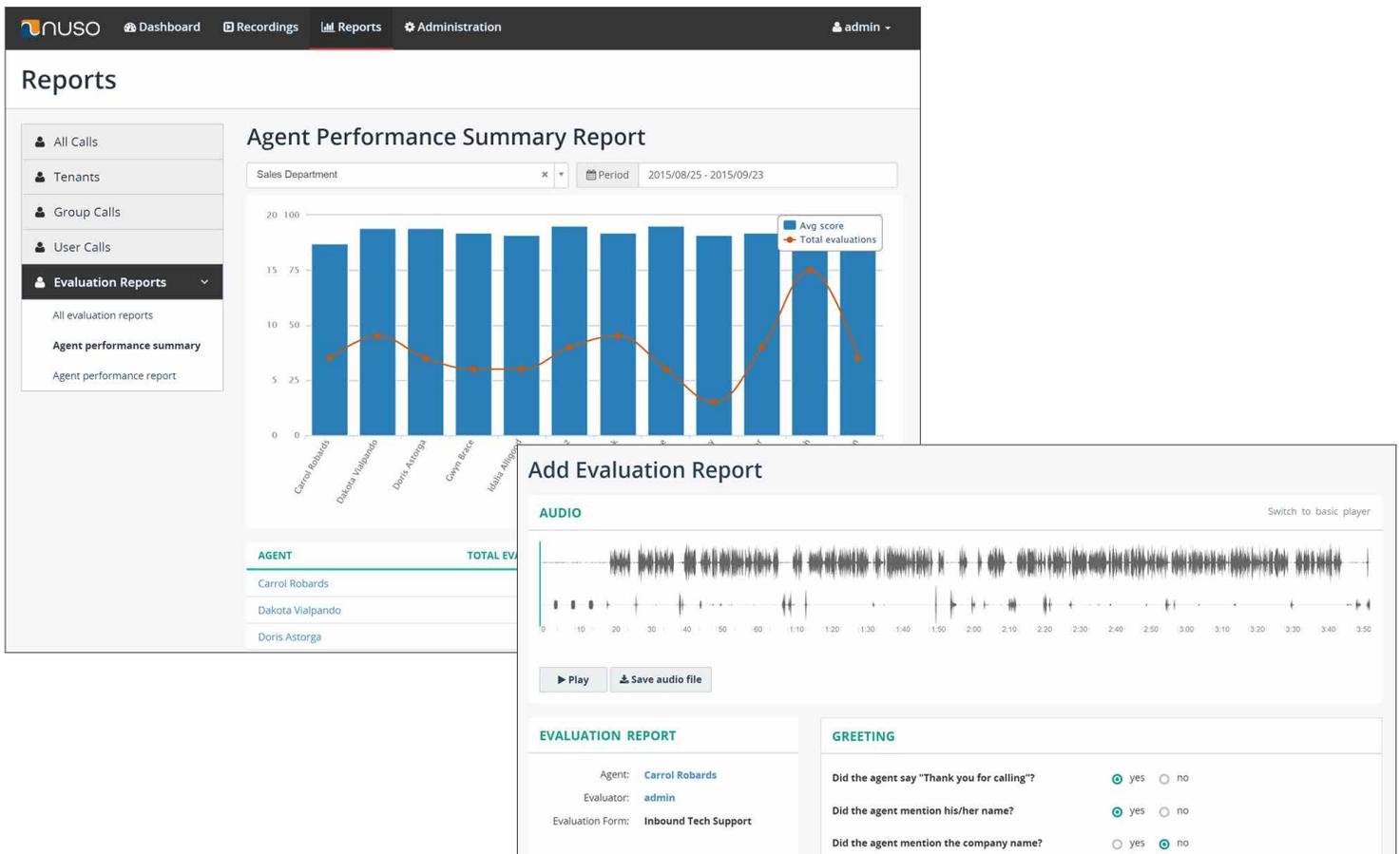
Evaluate agents using built-in score cards or quickly customize existing evaluation forms.

CRM Integration

Seamlessly integrate NUSO to the third-party applications, such as CRM and help-desk systems, to achieve superior customer service and maximum business results.

Reporting

Generate statistics for calls, days, groups, users, agents' performance and more with comprehensive reporting features.



The screenshot displays the NUSO Reports interface. The top navigation bar includes 'Dashboard', 'Recordings', 'Reports', and 'Administration'. The 'Reports' section is active, showing a sidebar with 'Evaluation Reports' selected. The main content area features an 'Agent Performance Summary Report' for the 'Sales Department' covering the period '2015/08/25 - 2015/09/23'. The report includes a bar chart for 'Avg score' and a line chart for 'Total evaluations' across various agents. Below the charts is a table with columns for 'AGENT' and 'TOTAL EV'. An 'Add Evaluation Report' modal is open, showing an 'AUDIO' player with a waveform and a 'GREETING' section with evaluation questions.

AGENT	TOTAL EV
Carrol Robards	
Dakota Vialpando	
Doris Astorga	

ADD EVALUATION REPORT

AUDIO Switch to basic player

EVALUATION REPORT

Agent: **Carrol Robards**
 Evaluator: **admin**
 Evaluation Form: **Inbound Tech Support**

GREETING

Did the agent say "Thank you for calling?" yes no
 Did the agent mention his/her name? yes no
 Did the agent mention the company name? yes no

Compliance

Ensure companies comply with legal requirements such as PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, FSA compliance, and others.

Pause/Resume Recording Triggers

Automatically pause/resume call recording process to omit sensitive data, such as card holder information.

Configurable Retention Period

Configure retention periods for call-recording files via web-based administration.

Encryption & Advanced Security

Ensure the highest security standards, with NUSO's 256-bit AES file encryption and secure access to call recordings via SSL/HTTPS connection.

File Watermarking

Ensure authenticity with file watermarking. NUSO offers a powerful application to validate the authenticity of any WAV file.

Fine-Grained Privileged Access

Customize roles and define user rights, such as playback, live monitoring, administration, and resources access.

Audit Log

Monitor sensitive information with Audit Log to ensure maximum security and comply with HIPAA and other legal requirements

Speech Analytics

Search voice content effortlessly and accurately across thousands of calls for any keyword to enhance operational efficiency, resolve disputes and improve marketing and business intelligence.

Enhanced Search

Search quickly for any keyword or phrase in interactions.

Fully Integrated with NUSO Quality Assurance Suite

Enable automation of processes via integration with NUSO Quality Assurance and Performance Management.

Easy Call Retrieval

Retrieve and playback recorded calls by any associated keyword.

