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.
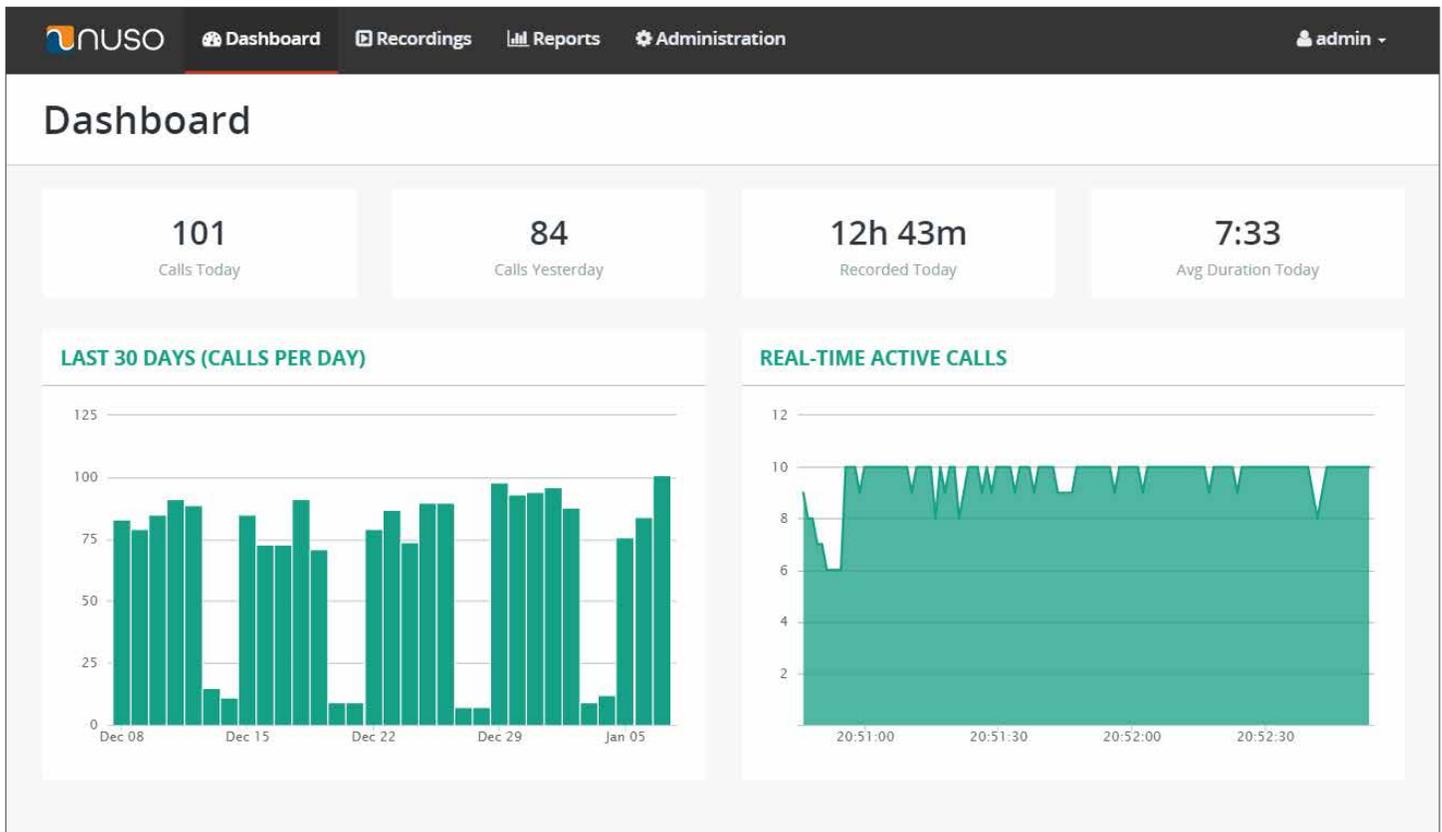
Broad Compatibility

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	

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.

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.

NUSO Dashboard   Recordings   Reports   Administration   admin ▾

Call 07987654321 -> +447123456789   Delete Call

AUDIO

Pause   Save audio file

DATE/TIME

Date:	2010-05-19
Connect Time:	10:19:18
Disconnect Time:	10:19:58
Duration:	0:40

FROM

User:	David Amado
Phone Number:	07987654321
Phone Name:	
Ip-address:	192.168.0.10 (5060)

TO

User:	
Phone Number:	+447123456789
Phone Name:	
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.

Customizable Score Cards

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

Reporting

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

Live Monitoring

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

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.

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.