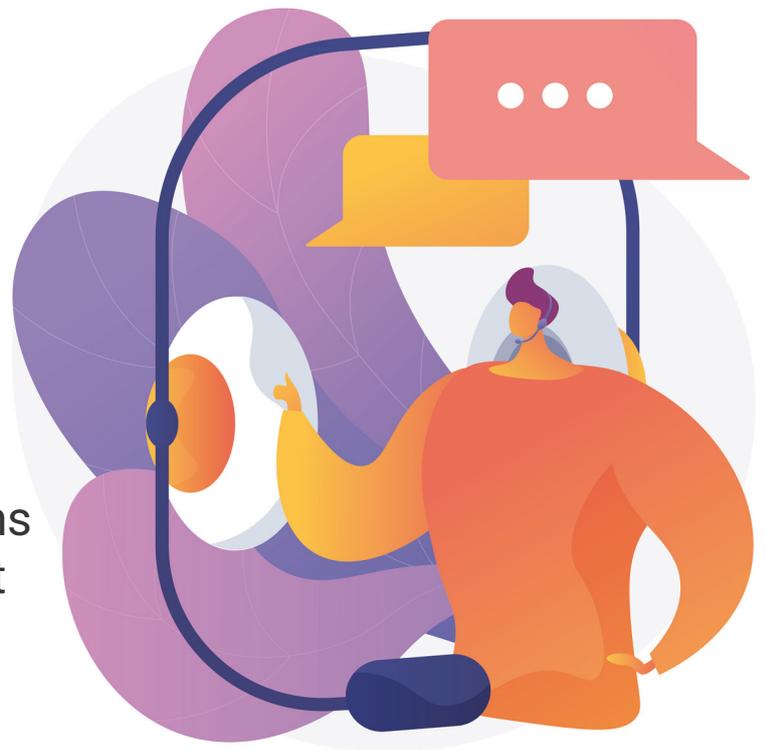




CORE TECHNOLOGIES

Call Recording

captures all call center interactions and separate customer and agent audio through stereo recording



Enhanced Compliance & Effective Quality Management

Organizations capture customer interactions for a variety of reasons, including regulatory compliance, liability protection, and quality assurance. But with customers using a variety of channels and devices to communicate, a traditional full-time recording may not be enough. Sestek Interaction Recording Solutions offer a complete solution to the recording needs of organizations by capturing and recording 100% of interactions from multiple channels

Higher Performance with Invaluable Insights

Customer interactions include a wealth of invaluable insights. Sestek Call Recording and Screen Recording Solutions capture 100% of interactions and transform them into analyzable content. Gaining insights into customer and agent behavior helps businesses make better evaluations. By assessing customer satisfaction, service quality, and agent performance objectively, businesses can easily detect the points that need improvement. This helps them to increase agent performance and service quality, which contributes to enhanced customer experience in return.

KEY FEATURES

Effective Error-Handling: Sestek Call Recording's proactive error reporting mechanism controls several system functionalities and sends periodic reports to the related teams. The system checks various services, including free disk space on recording server, free memory percent, agent-call match, and database connection error. This helps developer teams to realize customer service needs on time.

Automated Recording: Sestek Interaction Recording automatically captures voice and video interactions. These captured contents are indexed and archived for compliance and quality management purposes.

Flexible Structure: Sestek Call Recording and Screen Recording solutions can easily be integrated into unique operational requirements of call centers. These solutions offer organizations the flexibility they need by supporting most major telephony and unified communication environments and providing multi-site and concurrent recording features.

Multiple Redundancy Support: Sestek Call Recording provides recording redundancy. The solutions support both active/passive and active/active redundancies. With active/passive redundancy, VoIP network traffic is mirrored to both active and passive call recording servers. On the other hand, with active/active redundancy, two identical call recorders are set up into two separate servers, and VoIP network traffic is mirrored to both of these servers. Each method is used to ensure a smooth interaction recording process.

Centralized Call Management: Sestek Interaction Recording Solutions allow businesses to manage recorded calls easily. Call center teams can apply a centralized call management approach to have full control over multiple recordings. Receiving all interaction attributes in one place allows managers to listen, view, and analyze them better.

Advanced Archive and Backup Features: Sestek Interaction Recording Solutions offer sophisticated archive capabilities. The solutions store additional copies of the recordings for archive and backup purposes. This helps businesses to prevent data loss in case of hardware failure or any other similar problem.

Active/Passive Recording: Sestek Interaction Recording Solutions support active and passive recording. The solutions capture audio streams along the VoIP routes of PBX and media gateway using the mirroring (SPAN) features of local network switches in the passive recording method. The solutions also support SIPREC and special active recording methods of vendors.

Integration with Sestek Conversational Analytics Solutions: Sestek's Call Recording and Screen Recording solutions integrate with other products within Sestek Conversational Analytics portfolio, including Speech Analytics, Text Analytics, Agent Performance Analytics, and IVR Analytics. These solutions also support Sestek's Conversational Biometrics solutions, which provide voice-based identity verification. This integration not only simplifies deployment but also improves project management processes by providing a holistic approach among various products.

About Sestek: Sestek is a global technology company helping brands with conversational AI and Analytics solutions, to be data-driven, work efficiently and deliver better experiences for their customers. Sestek's AI-powered solutions depend on text-to-speech, speech recognition, natural language processing and voice biometrics technologies.