Verint Interaction Recording

Government and industry regulations, liability issues, and risk management practices have prompted many organizations to record and archive the interactions between their customers and employees. But capturing interactions for compliance is only one part of the challenge. Storing, retrieving, and leveraging the information for verification, business intelligence, and optimizing customer engagement are equally important.

Verint® Interaction Recording™ is a proven, reliable system for capturing, indexing, and retrieving voice, screen, and other methods of interaction from traditional time-division multiplex (TDM), Internet Protocol (IP), Session Initiated Protocol (SIP), and advanced unified communication platforms. With this powerful solution, you can easily search and replay captured interactions and all associated digital data, regardless of where they were recorded in your enterprise. What's more, you can share these interactions throughout your business, providing insight into customer and staff behaviors to help drive decision making.

Verint Interaction Recording can support thousands of channels and multiple sites and recorders across your enterprise, with a single point of administration and open standards storage. This helps free your organization from the costs, constraints, and complexity posed by multiple proprietary systems. The solution's sophisticated alarm and archive capabilities are managed through a centralized view across your deployment and can reduce the effort and cost associated with ongoing serviceability and maintenance.

Because Verint Interaction Recording is part of our unified suites for workforce optimization and security, fraud, and compliance, it can work seamlessly with other solutions within the suites, such as Verint Quality Management™, Verint Workforce Management™, Verint Speech Analytics™, Verint Desktop and Process Analytics™, and Verint Identity Authentication and Fraud Detection™ to deliver unique business process workflows that can offer greater value to your organization.

Now you can:

- Provide a full-time, multichannel enterprise recording and archiving solution to help enhance compliance, reduce liability, and drive better customer experiences.

- Capture voice, video, and text interactions across multiple channels — including PBX, VoIP, chat, digital collaboration, email, mobile voice/SMS, trading turrets, and face-to-face — via a single recording system.

- View employee screen data and keystrokes passively, either concurrently during the interaction, or standalone during back-office user activities, without the need for programming or deep integration.

- Support up to 4,000 channels of recording on a single server with reliable performance, easy serviceability, and the convenience of non-proprietary, open standards storage.

VERINT®

Verint Interaction Recording

Capture a Broad Range of Interactions

In addition to providing synchronized digital recording and real-time monitoring, Verint Interaction Recording works with most major telephony and unified communication environments and offers application programming interfaces (APIs) to facilitate integration with proprietary systems. Because the solution can support up to 4,000 channels on a single server, it can help reduce the space, energy, and maintenance costs associated with traditional, multi-server recording systems.

The solution can capture voice, video, text / digital interactions, as well as the corresponding activities taking place at employees' desktops, such as keystrokes, data entry, screen navigation, and after-call wrap-up. Through computer-telephony integration (CTI), it can provide real-time control over recording and call indexing. Its unified, omnichannel interaction player can present recorded information across all channels, including speech and desktop analytics data[*], in a single place for easy visualization and further analysis.

In an IP telephony environment, Verint Interaction Recording's patented recording technology offers the benefits of interaction recording, review, and analysis to potentially everyone in your organization. You can capture all interactions automatically from any extension. Moreover, recorders can be virtualized to help you get the most from your servers.

Benefit from a Secure, Scalable Solution

For high availability and maximum uptime, Verint Interaction Recording provides recording redundancy and supports clustered and N+N recording. True CTI platform redundancy removes the need for a parallel recording infrastructure, since failures of CTI links or integration service nodes are recoverable without loss of recording.

* Requires Verint Speech Analytics.

Because Verint Interaction Recording uses standard Windows® file storage, it can scale to hundreds of terabytes. You can include any combination of audio, screen, video, text, application files, images, messages, and model files. Optional integration with large storage providers, including cloud storage providers, offers reliable, secure storage and online archiving to help meet the needs of your business. You can even select options for making recorded data available outside of the Verint recorder in non-proprietary formats.

To help you comply with the Payment Card Industry Data Security Standard (PCI DSS), Verint Interaction Recording uses AES-256 with true end-to-end encryption that protects data as it's recorded, moved to archive, or retrieved during replay. This optional functionality includes a separate key management system.

Benefit from World-Class Consultants

Verint offers a range of Professional Services to help you get the most from your investment, including Business Advisory Services, Implementation and Enablement Services, and Managed Services. Regardless of the services you select, you can be confident that our experienced teams offer practical knowledge and are committed to your success.

The Customer Engagement Company™

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