

BEI-*Insight* for Call Centers

Hosted Services-Recording & Playback



Managing a premised based Communications recording system is now a thing of the past, with BEI-*Insights* for Call Centers, will securely record & store all Interactions in the cloud.

Leave all the system administration, maintenance and upgrades to us.

BEI-*Insights* for Call Centers allows for a single fee that provides Recording, Access & Storage of Recordings, Support & Maintenance with no hidden costs.

Powered by Verint Interactions Insight, Verint's state-of-the-art, browser-based incident re-creation application designed to help call center managers find interactions between your call takers and customers.

As a component of Verint Recording for Call Centers, Verint Interaction Insight can search multiple channels and display data captured from a variety of media simultaneously, on a single screen, providing a unified view. It can enable you to rebuild an incident by reconstructing the chain of events.

Supported communication channels include:

- Audio
- Telephone Numbers
- Video
- Location Data on Multiple Channels
- Photos
- Telematics
- Screen Data

Flexible and easy to deploy, Verint Interaction Insight supports a wide variety of advanced customer premises equipment (CPE) and telephony interfaces and it can help meet your agency's needs today — and in the years to come.

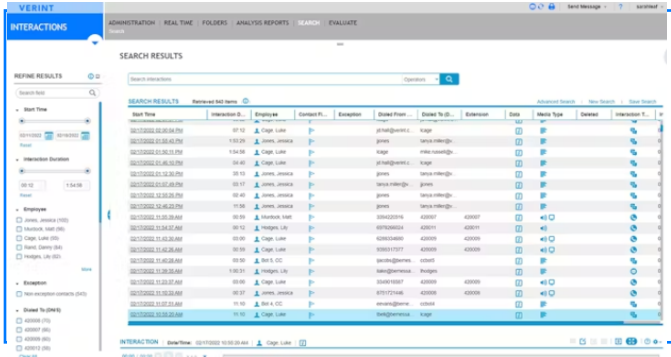
VERINT®

Now you can:

- Reduce on premise equipment & related costs.
- Rest assure, that you data is secure and the application is running in the powerful Microsoft Azure cloud (™).
- Access data quickly and replay multi-channel recordings simultaneously on a single screen.
- Redact selected segments of audio without altering the original files.

BEI-Insight for Call Centers

Verint Interaction Reconstruction



With Verint Interaction Insight, you can categorize information using color, incident grouping, custom data fields and more, helping you access data quickly for incident management and reconstruction.

Benefit from Powerful Features

Browser-Based Interface

Users don't need dedicated PCs for specific tasks. Staff can access the recorder directly from their Windows-based workstations, using a simple, intuitive web interface.

A single recorder for all Interactions

Search, archive, retrieve, and manage all captured interactions – from all channels, modalities, and sources – in one place.

A single UI for every interaction

Search, archive, retrieve, and manage all captured interactions – from all channels, modalities, and sources – in one place. The 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 that will help you enhance compliance, reduce liability, and drive better customer experiences.

A single source for captured interactions

Search, archive, retrieve, and manage all captured interactions – from all channels, modalities, and sources – in one place. Verint's open, cloud-based Customer Engagement Platform architecture, and wealth of out-of-the-box integrations and APIs, make it easy for you to integrate with any ACD, CCaaS or UCaaS solution. And EDM will harmonize the diverse data, eliminating silos and allowing you to manage and analyze all of your customer engagement data as a single, cohesive whole.

Eliminating data silos in this way is the gateway to better understanding of customer engagement, service quality and elevated customer experience.

Evidence Management

Because Verint Enterprise Recording is part of the Verint Customer Engagement Platform it can work seamlessly with other Verint solutions for customer engagement, workforce engagement and compliance.

These include Verint Automated Quality Management, Workforce Engagement, Speech Analytics, Real-Time Coaching, and Application Triggers. Together with Verint Da Vinci AI and Analytics, this portfolio of solutions can deliver unique insights and benefits to your organization.

Benefit from World-Class Consultants

BEI 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.

"Critical Recording & Incident Reconstruction Specialists"

Corporate Headquarters

sales@beinc.com

1-800-444-7370

Business Electronics
6 Capital Drive
Wallingford, CT 06492



www.beinc.com

twitter.com/bei

facebook.com/beinc