

Neo Suite



Recording and Analytics Solutions for the Highest Demands

Meet compliance requirements, enhance service quality, and respond decisively in emergencies.



Compliance Recording Without Compromises

Companies are facing growing challenges to fulfill complex regulatory requirements such as MiFID II, Dodd-Frank, GDPR, and PCI DSS.

Neo supports you in the secure and efficient implementation of regulations, enabling you to consistently satisfy compliance requirements.



Tamper-proof storage

Complete and tamper-proof recording and storage in encrypted ASC proprietary format.



Flexible recording rules

Flexible recording rules for ensuring data integrity and efficiency.



High availability

Availability ensured through geo-redundant and fully parallel recording and storage.



Highest safety standards

Data encryption and fully integrated user rights management for protection against unauthorized access.



Search, Replay & Monitoring

Efficient search and playback for rapid analysis of critical information - with automatic alerting for compliance with legal requirements.



Retention periods

Secure storage and automated deletion for compliant data retention.

Higher Service Quality with Powerful Quality Management

Supervisors in contact centers need intelligent solutions to manage their team successfully.



Complete interaction recording

Capture all customer interactions: You gain comprehensive insights into all communication - including audio, video, screen shares, and chats.



Targeted agent development

Evaluate and classify agent communication: You can improve service quality and optimize First Call Resolution (FCR).



Real-time alerting and trend analysis

React quickly to critical situations: Real-time monitoring and proactive trend analysis support you in recognizing risks at an early stage and acting appropriately.



Sales potential and process optimization







Identify sales opportunities: You optimize your processes and develop successful strategies to ensure consistently high service quality - with guaranteed compliance using call scripts.



RECORDING INSIGHTS

AI Policy Engine Powered by Azure

Enabling Compliance and Turning Data into Business Value with Azure AI Services and Azure OpenAI

-  **Compliance Monitoring**
Monitor compliance with internal and external requirements.
-  **Keyword Spotting**
Automatic search and display of keywords and adherence phrases.
-  **AI Policy Templates**
Ready-to-use policies to implement compliance regulations such as MiFID II, FCA, and Dodd-Frank.
-  **Automatic Categorization**
Automatically categorize all communications according to their compliance relevance.
-  **Transcription and Translation**
Document conversations with automatic transcription and translation into 100+ languages.
-  **Fraud Detection and Risk Alerting**
AI-powered detection of potential fraudulent behavior or threats, even in real-time.
-  **Dashboards and Reporting**
Dashboards with customized reporting and analysis.

Neo Suite **Highlights**

Recording, quality management, and analytics as either local on-premise software or from the cloud.



Seamless integration

Interface to all important providers of telephone systems, e.g. Mitel, Cisco, Unify as well as secure, local data storage.



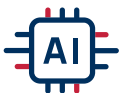
Omnichannel recording

Captures all communication content in real time, including voice, video, split screens, and chat, as well as recording on demand through flexible rules.



Quality management

Comprehensive quality management tools to increase performance, service quality, and customer satisfaction.



AI Data Analytics with Recording Insights AI

Azure AI Services, Azure OpenAI & Copilot for transcription, translation & AI-based analyses of all communication.



Highest reliability

Redundant and encrypted data storage & archiving, multi-regional & tamper-proof.



Compliance

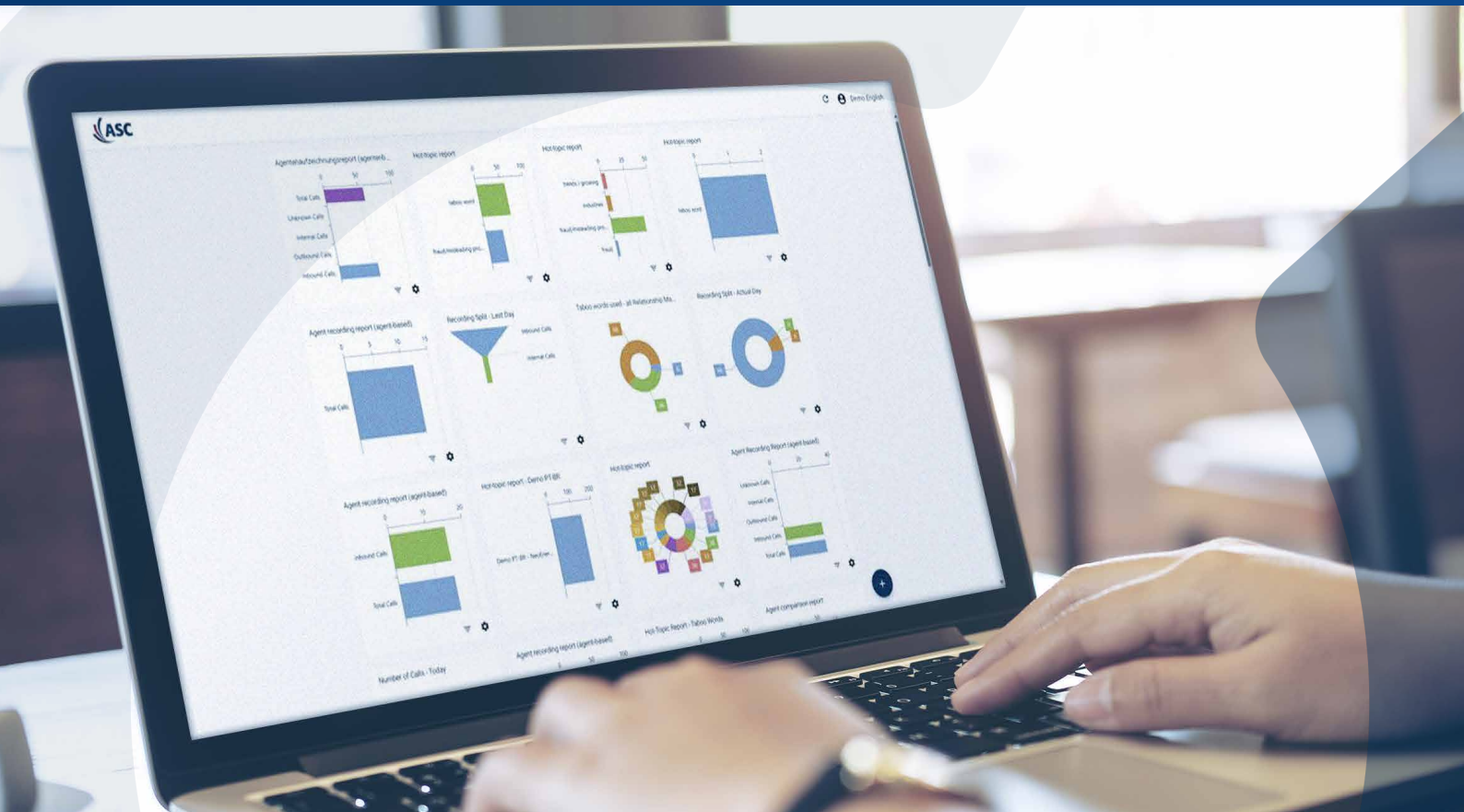
Fulfills all requirements for compliance with legal requirements such as MiFID II, Dodd-Frank, FinVermV or DSGVO.



Neo Suite

Request your **personal demo** now!

REQUEST DEMO



ASC Technologies

ASC is a global leader in compliance recording, quality management and AI-based analytics. Our solutions help organizations evaluate their communications-based data, securely meet regulatory requirements, and optimize customer service. Using AI, conversations are analyzed in real-time to detect compliance violations and assess the quality of customer interactions. Financial services, contact center, and public safety organizations rely on ASC to ensure their communication is legally compliant and customer-centric. Our solutions are scalable and flexible - available as cloud services, on-premise, or in hybrid environments. Headquartered in Germany, with subsidiaries in 16 locations and a global partner network in over 60 countries, ASC is the #1 in Europe and sets standards for AI-based communication technology worldwide.



asc technologies.com