We record & analyze communications

Integrated Recording & Analytics Solution for Alcatel-Lucent Enterprise

Highlights

- **COMPATIBILITY**
  Certified solutions to record and analyze communications based on Alcatel-Lucent Enterprise solutions
- **RELIABILITY**
  Flexible redundancy scenarios for highest availability
- **SECURITY**
  Tamper-proof and encrypted recording of communications

ASC offers integrated and certified solutions to record and analyze customer communications for Alcatel-Lucent Enterprise.

ASC's Neo Suite records communications from multiple channels such as landline networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning complement its recording capabilities. ASC offers its entire portfolio as local on-premise solutions or as a service via the Cloud.

Integrated Recording & Analytics Solution for Alcatel-Lucent Enterprise

Omni-Channel Recording
ASC's Neo Recording Suite captures, saves and archives multiple communications channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations. Since 1964, ASC has provided innovative recording systems to meet the most stringent demands.

Networkwide-Recording
ASC's EVOIP*neo* offers an integrated recording solution for Alcatel-Lucent's OmniPCX Enterprise. The software records both IP and non-IP phones using selective or bulk recording.Conversations can be preserved via a central recording system anywhere within a homogeneous network of Alcatel-Lucent Enterprise OmniPCX

EVOIP*neo* active for Alcatel-Lucent Enterprise
ASC's active VoIP recording solution can be installed anywhere in the IP-network and operates independent of the LAN structure. EVOIP*neo* transmits data via Alcatel-Lucent's Enterprise IP DR-Link by duplicating the RTP-stream from the end-device. ASC's VoIP recording solution is compatible with Alcatel-Lucent's OmniPCX Enterprise Communications Server.

TDM Recording Solution
ASC enables the recording of TDM telephone systems with a DR-Link. The DR-Link is connected to the PBX via the PCM 30 interface and records additional data via a special CTI interface. The DR-Link also enables the recording of IP telephones.

Search & Replay
Browser-based and client/server-based search-and-replay applications with flexible search criteria make it easy to search for recorded calls in target-oriented way.

Recording Control
Alcatel-Lucent's PHONE*app* enables recording control via configurable IP phones, and the recording may be started and stopped as needed. Threat calls can be marked and stored permanently.

Quality Management
It's the customers who provide companies with the most valuable information. ASC's quality management software, INSPIRATION*neo*, captures and assesses this information from recorded calls and on-screen activities. It analyzes services, campaigns and products and conveys the results in user-friendly reports.

Certification
ASC is a member of Alcatel-Lucent's Application Partner Program, and its solutions have been certified by Alcatel-Lucent Enterprise.

Benefits

- RECORDING OF ENCRYPTED CALLS
- EASY CONFIGURATION AND ADMINISTRATION
- RECORDING OF THREAT CALLS
- EFFICIENT SEARCH-AND-REPLAY
- OPTIONAL QUALITY MONITORING AND ANALYTICS TOOLS

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.