



We record & analyze communications

Integrated Recording & Analytics Solution for Avaya

The Avaya DevConnect Technology Partner logo is a white rectangular box with a thin black border. It contains the word 'AVAYA' in red, the word 'DEVCONNECT' in black, and the words 'TECHNOLOGY PARTNER' in a smaller black font below a horizontal line.

AVAYA

DEVCONNECT
TECHNOLOGY PARTNER

Highlights

- **COMPATIBILITY**
Certified solutions to record and analyze communications based on Avaya solutions
- **RELIABILITY**
Flexible redundancy scenarios for highest availability
- **SECURITY**
Recording of encrypted IP calls communications

ASC offers integrated and certified solutions to record and analyze customer communications for Avaya Aura.

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 Avaya

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.

EVOIP_{neo} active for Avaya

ASC's EVOIP_{neo} offers an integrated recording solution for Avaya. The software records both IP and non-IP phones with selective or bulk recording. ASC's active VoIP recording solution, EVOIP_{neo} active for Avaya Aura is connected to the ACM through the Device Media Call Control API (DMCC) and the Application Enablement Services Platform (AES), a high-performance middleware product for CTI. ASC's active voice recording solution also records Avaya One-X Attendant switchboards through the Telecommuter Mode.

EVOIP_{neo} passive for Avaya

ASC's EVOIP_{neo} passive recording solution for Avaya analyzes LAN traffic through a SPAN/monitoring port switch. With a CTI connection to the Avaya CM, additional call-index data such as phone numbers, call direction or call duration can be recorded

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 a target-oriented way.

Recording Control

Avaya's Web_{command} enables recording control. Web_{command} is configurable and enables recording to be started and stopped as required. 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 an Avaya Gold partner in the Developer Connection Partner Program, and its solutions have been tested and certified by Avaya.

Benefits

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

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About ASC

ASC is a worldwide leading provider of software and cloud solutions in the field of omni-channel recording, quality management, and analytics. We offer solutions for recording as well as AI-based analysis and evaluation of all communications – with full flexibility as a cloud service, on-premise or as a hybrid solution. Headquartered in Germany with subsidiaries in 14 countries and experienced system integration partners in over 60 countries, ASC is the #1 Europe-based player in its industry.

