



We record & analyze communications

# Integrated Recording & Analytics Solution for Avaya

The Avaya logo is in red, and the DevConnect logo is in black. Below DevConnect, the words 'TECHNOLOGY PARTNER' are written in a smaller, black, sans-serif font.

**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<sup>neo</sup> active for Avaya

ASC's EVOIP<sup>neo</sup> 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<sup>neo</sup> 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<sup>neo</sup> passive for Avaya

ASC's EVOIP<sup>neo</sup> 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<sup>command</sup> enables recording control. Web<sup>command</sup> 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<sup>neo</sup>, 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

## 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.

