



We record & analyze communications

Integrated Recording & Analytics Solutions for Cisco



Preferred
Solution
Partner

Highlights

- **COMPATIBILITY**
Certified solutions to record and analyze communications based on Cisco solutions
- **FLEXIBILITY**
Cross-channel recording via land-line networks, mobile phone, video and screen activities
- **SECURITY**
Fail-safe and redundant operation

ASC is a certified Cisco Solution Partner and provider of solutions for recording, quality management and analysis. EVOIP^{neo} active for Cisco UCM and EVOIP^{neo} passive for Cisco UCM provide a completely integrated VoIP recording solution.

ASC's Neo Suite records all communications channels including land-line networks, mobile phone, video call and screen activities. Additional tools for quality management, speech analytics, eLearning and workforce management round out the Suite. ASC offers all its products either on-premise or via the Cloud.

Integrated Recording & Analytics Solutions for Cisco

Omni-Channel Recording

ASC's Neo Recording Suite captures and stores all communications and related information in financial institutions, contact centers and public safety organizations.

EVOIP^{neo} active for Cisco UCM

EVOIP^{neo} active can be installed anywhere in the IP network independent of the LAN. EVOIP^{neo} active is integrated into the call (either with or without notification of the participants).

EVOIP^{neo} passive for Cisco UCM

Passive recording runs via a SPAN port on the network switch where all data is duplicated and provided to the recording software via a dedicated port.

Cisco PHONE^{app}

ASC's XML services are initiated via the Cisco IP phone. By pressing a key on the device, the recording may be started or stopped on demand.

Search & Replay

Browser-based or client- and server-based applications facilitate search-and-replay of archived calls through customized search criteria.

Compliance

To meet legal regulations regarding communications recording, Neo offers maximum reliability, state-of-the-art encryption mechanisms and individual access rights

management to meet requirements by employee organizations. Moreover, risks and potential fraud can be identified while still incipient through automated processes.

QM & Analytics

Customers provide companies with valuable information on an enterprise-wide basis. ASC's quality management software, INSPIRATION^{neo}, captures and assesses this information. Recordings of calls and corresponding screen activities facilitate the analysis of services, campaigns and products, and the results can be displayed in descriptive reports.

Certification

ASC is Cisco's long-standing technology partner, and its integrated recording solution EVOIP^{neo} has been tested and certified by the Cisco Developer Network.

Benefits

- RECORDING OF ENCRYPTED CALLS
- CUSTOMIZED CONFIGURATION
- TRIED-AND-TESTED ARCHITECTURE
- VERIFIED NETWORK DESIGN
- COMPATIBLE WITH THE LATEST CISCO RECORDING INTERFACES
- FLEXIBLE RECORDING CONTROL VIA CISCO PHONE^{APP}
- SUPPORT OF ALL CISCO ENDPOINTS INCLUDING CISCO JABBER AND WEBEX CLIENT

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.

