



We record & analyze communications

Integrated Recording & Analytics Solution for Mitel



Highlights

- **COMPATIBILITY**
Certified solutions to record and analyze communications based on Mitel solutions
- **RELIABILITY**
Flexible redundancy scenarios for highest availability
- **SECURITY**
Encryption of calls and management of complex user rights

ASC offers integrated solutions to record and analyze customer communications for Mitel MiVoice MX-ONE, MiVoice Business, MiVoice 5000, Mitel MiCollab and Mitel MiContact Center Enterprise.

Mitel and ASC have formed a strong partnership. ASC is Mitel's preferred vendor for recording, quality management and analytics solutions.

ASC's Neo Suite Records communications from multiple channels such as fixed-line networks, mobile phone, video call, chat and screen activities. Additional tools for quality management, speech analytics and eLearning round out its portfolio. ASC offers its products as a local on-premise solution or as a service via the Cloud.

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Omni-Channel Recording

ASC's Neo Recording Suite captures, saves and archives multiple communication channels including mobile voice, video, and chat for financial institutions, contact centers and public safety organizations.

EVOIP^{neo} active for Mitel MiVoice MX-ONE

ASC's solution, EVOIP^{neo} active for Mitel MiVoice MX-ONE, enables active recording by means of stream routing. It is initiated by a SIP message sent directly from the recorder to the IP phone. Additional call data is tagged through the CSTA interface.

EVOIP^{neo} active for Mitel MiVoice Business

ASC facilitates the recording of encrypted calls. This active solution has been developed in close cooperation with Mitel. Hot-desking support and recording of teleworker sets complete the service offer. Record on demand and LED feedback on the recording are additional features.

EVOIP^{neo} active for Mitel MiVoice 5000

Similar to Mitel MiVoice MX-ONE, active recording for this solution is implemented by means of stream routing.

Mitel MiContact Center Enterprise & Mitel MiCollab

Mitel solutions MiContact Center Enterprise and MiCollab are recorded by ASC's solution with additional call-index data for each interaction such as date and time. In addition, mobile phones can be recorded via one number service with MiCollab.

Recording with Silent Intrusion

The function silent intrusion can also be used to record calls. Here, the ASC solution is directly linked to the call without generating a display information at the phone. Any end set can be recorded with silent intrusion. Besides IP phone, this also includes analog, TDM and DECT phones.

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.

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Recording Control

Control commands on Mitel phones can be configured to start and stop the recording as desired.

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 content. Recorded calls and on-screen activities, help to analyze services, campaigns, and products through user-friendly reports.

Certification

ASC is a global Mitel partner, and its solutions have been certified by Mitel.

Benefits

- RECORDING OF ENCRYPTED CALLS
- ACTIVE SOLUTION GEARED TO MITEL PRODUCTS
- SELECTIVE RECORDING
- RECORDING OF IP, ANALOG, TDM, DECT AND MOBILE PHONES
- HOT-DESKING SUPPORT
- RECORDING OF TELEWORKER SETS
- LED FEEDBACK ON RECORDING STATUS

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.

