



We record & analyze communications

# Compliance Recording, Quality Management & Analytics Integrated Solutions for Unify

The Unify Partner logo is displayed on a dark grey rectangular background. The word 'UNIFY' is in white, with a green vertical bar between the 'I' and 'F'. Below it, the word 'Partner' is in a green sans-serif font.

**UNIFY**  
Partner

## Highlights

- **TRUST**  
As a Solution Partner of Unify's Technology Partner Program, ASC is recommended worldwide as a provider of recording, quality management and analytics solutions
- **CERTIFICATION**  
ASC's solutions are tested and certified by Unify and closely integrated with Unify's infrastructure.
- **SECURITY**  
Encrypted recording meets compliance regulations and legal requirements such as MiFID II.

With Neo, ASC offers integrated solutions for Unify for encrypted recording and the analysis of corporate communications. Contact centers improve their service quality; financial institutions protect their assets; and public safety organizations can react quickly in case of an emergency.

ASC offers active and passive solutions for Unify communications platforms: OpenScape 4000, OpenScape Business, OpenScape Voice (CSTA) and OpenScape Xpert as well as OpenScape Contact Center.

ASC's entire portfolio is available as a service via the Cloud or as an on-premise solution

# Compliance Recording, Quality Management & Analytics

## Integrated Solutions for Unify

### Omni-Channel Recording Solutions **EVOIP<sup>neo</sup> active for Unify OpenScape Voice (CSTA)**

OpenScape Voice is a component of the OpenScape Enterprise portfolio and the basis for comprehensive and efficient corporate communications. With EVOIP<sup>neo</sup> active, ASC is the only manufacturer to offer a fully integrated recording solution for OpenScape Voice including the recording of encrypted calls. The recording server can be installed anywhere in the IP network, independent of the LAN structure, a feature ideal for companies with complicated network architectures, e. g., banks with multiple locations.

### **EVOIP<sup>neo</sup> active for Unify OpenScape 4000**

OpenScape 4000 is a component of the OpenScape Enterprise portfolio and builds a bridge between traditional digital communications and IP-based unified communications. Designed for companies with 300 to 12,000 users, EVOIP<sup>neo</sup> active for Unify OpenScape 4000 is a fully integrated active solution. It provides tamper-proof recording for encrypted calls and may be installed anywhere in the IP network independent of the LAN structure. It may also be used to tag additional call-index data to each recorded interaction.

### **EVOIP<sup>neo</sup> active and passive for Unify OpenScape Business**

OpenScape Business offers a UC package solution ideal for small- and medium-size companies to be used independent of the existing telephony infrastructure. ASC offers an active as well as a passive solution to record IP communications via Unify's OpenScape Business.

### **Recording control and capturing additional data via OpenStage phones**

ASC has developed a special PHONE<sup>app</sup> to provide the following functions at the push of a button:

- Adding comments to recorded calls
- Starting/stopping a recording
- Keeping (threat calls) or deleting (private calls)
- Muting/unmuting running calls

ASC's PHONE<sup>app</sup> can be used for Unify OpenScape 4000, Unify OpenScape Voice and Unify OpenScape Business. Additional control options can be facilitated through ASC's WEB<sup>command</sup> application or Neo's Recording Planner module.

### **Search and Replay**

The ability to reliably and quickly replay calls is critical in emergency situations. Saving additional call-index data facilitates the retrieval of relevant information in a target-oriented manner. ASC's search-and-replay applications can be selected according to the customers' preferences: For quick access to the most recent call, POWER<sup>play</sup>Go is recommended. POWER<sup>play</sup>Web offers more sophisticated searches. Users can opt for the browser-based application to avoid installation of additional software or choose a client server solution

### **Contact Center Solutions**

#### **Quality Management**

Customers provide companies with valuable information on products, marketing and trends. EVOIP<sup>neo</sup> active, in combination with INSPIRATION<sup>neo</sup>, is used as a quality management (QM) solution in contact centers to measure and improve the quality of customer service.

#### **CTI<sup>connect</sup> for Unify OpenScape Contact Center**

CTI<sup>connect</sup> for Unify OpenScape Contact Center captures the agent ID and additional call-index data to facilitate and improve the evaluation of contact center communications

# Compliance Recording, Quality Management & Analytics Integrated Solutions for Unify

## Analytics for Quality Management

Companies with a high volume of customer interactions need automated analysis of communications to reveal trends, assess work processes and improve agent efficiency

## Trading Solutions for Financial & Public Safety EVOIP<sup>neo</sup> active for Unify OpenScape Xpert

The recording software, EVOIP<sup>neo</sup> active, provides tamper-proof recording of consultant and trading calls in Unify Trading workplaces. The customers' individual needs are honored through the ability to mute private calls by simply pressing a button. In control centers, ASC's integrated player for Unify OpenScape Expert reliably and quickly replays calls in emergency situations for reconstruction both during and after an operation. ASC's solutions grant immediate access to relevant calls.

## Analytics for Compliance

Speech analysis tools allow filtering of relevant information to minimize the risk of compliance breaches and help financial institutions ensure compliance with legal requirements such as MiFID II or Dodd-Frank, and avoid heavy fines.

## Advantages

- OMNI-CHANNEL RECORDING ARCHITECTURE TO EASILY INCLUDE VARIOUS MEDIA AND CONVEY THE FULL CUSTOMER JOURNEY
- ALL-IN-ONE, COHERENT SOLUTION FRAMEWORK FOR FAST AND EASY DEPLOYMENT AND MAINTENANCE
- VISIONARY CLOUD SOLUTION WITH REAL MULTI-TENANCY, TENANT-SPECIFIC ENCRYPTION AND STORAGE, PLUS TRUE HYBRID SOLUTIONS
- QUALITY MANAGEMENT AND ANALYTICS SOLUTION WITH ALL APPLICATIONS INSTALLED TO EASILY ADOPT NEW FEATURES
- N-TIER ARCHITECTURE FOR UNLIMITED SCALABILITY AND HIGH PERFORMANCE
- HIGHEST AVAILABILITY AND RESILIENCY, BASED ON CUSTOMIZABLE FAIL-SAFE PARAMETERS
- CENTRALIZED CONFIGURATION FOR FAST AND COST-EFFICIENT DEPLOYMENT FOR DECENTRALIZED BRANCHES
- EFFECTIVE TAILORING TO THE CUSTOMERS ENVIRONMENT BASED ON CUSTOMIZABLE AND INTUITIVE USER INTERFACES
- ASC IS A UNIFY PREFERRED PARTNER

## 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.

