

Unlock the Potential of Recording Insights for Genesys Cloud

Enhance Genesys Cloud with compliance recording and AI-driven analytics

 GENESYS™



Meet **Compliance** in Your **Genesys Cloud** Communication

Compliance recording is essential in regulated industries, such as finance, public sector, and healthcare. Recording Insights enriches Genesys Cloud recordings with compliance features and AI-driven analytics, enabling adherence to GDPR, MiFID II, FINMA, and Dodd-Frank regulations – all while allowing seamless customer interactions within the Genesys Cloud environment.

Mitigate Risks with **Compliance Recording**

- ✔ Capture voice calls of Genesys Cloud
- ✔ Secure, encrypted, and geo-redundant storage in Microsoft Azure
- ✔ Meet compliance with e.g. MiFID II, Dodd-Frank, and GDPR
- ✔ Quick and easy search and replay for audit proof
- ✔ Real-time risk alerts to prevent compliance breaches

How AI Powers Compliance and Efficiency

Recording Insights and the integrated AI Policy Engine automates compliance and risk management, from transcription and sentiment analysis to fraud detection and trend identification. By reducing manual work and ensuring early issue detection, your team can focus on higher-value tasks, streamlining operations and minimizing compliance risks.

Transform Operations with AI and Recording Insights

Shortening work processes

- ✔ **Simplify Workflows:** Automatically convert speech-to-text for easy documentation, archive summaries, and save CRM notes – no more manual entry.
- ✔ **Efficient Searches:** Find calls instantly by searching transcripts.
- ✔ **AI Assistant:** Use AI for instant conversation summaries, sentiment analysis, or specific queries.
- ✔ **Reduce Call Volume:** Identify reasons for repeat calls to boost first-contact resolution (FCR) rates.





Enhancing Customer Experience

- ✔ **Feedback Analysis:** Filter customer feedback to gain targeted insights.
- ✔ **Automated Quality Management:** Evaluate conversations efficiently with AI for accuracy.
- ✔ **Trend Spotting:** Classify conversations to spot trends and emerging topics.
- ✔ **Prevent Churn:** Identify loyalty-impacting issues early, with real-time alerts for immediate action.
- ✔ **Sentiment Analysis:** Flag critical communications and calls with negative sentiment for quick response.





Increase Compliance and Reduce Risks

-  **Automated Compliance Detection:** Automatically categorize recordings by compliance relevance and set appropriate retention periods.
-  **Script Monitoring:** Identify adherence and improvement opportunities in agent scripts, such as call openings and closures.
-  **Fraud Detection:** Detect non-compliance early to avoid penalties and ensure process integrity.
-  **Compliance Monitoring:** Continuously ensure adherence to internal and external regulations.

Recording Insights for Genesys Cloud



Compliance Capturing

Meet compliance with legal regulations such as MiFID II, Dodd-Frank and GDPR.



Unified System

Centralize all recordings across diverse platforms (cloud, on-premise) and contact centers.



Full Coverage

Works with Genesys Cloud without impacting the user experience.



Advanced Analytics and AI Policy Engine

Leverage in-depth speech recognition and analysis to enhance compliance and risk management.



Search, Replay, Reporting

Find specific interactions easily and access robust compliance reporting tools.



Fast onboarding

Get ready to meet compliance standards with Recording Insights in just one day.

30-Day Free Trial of Recording Insights

Schedule a demo and set up a free trial at www.asctechnologies.com

FREE TRIAL



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.

