# ENGAGE RECORD

*Advanced Call Recording with Persistent Live Monitoring*

## DATASHEET

## *Record, encrypt, search, playback, and live monitor*

Call recording has become a critical component for small to mid-size businesses, global enterprises, and contact centers. Engage Record's reliable, flexible design offers proven call recording technologies for regulatory or industry compliance, quality monitoring, mining for customer intelligence, or legal documentation purposes.

A single implementation of Engage Record can record calls for your general business telephones, as well as your contact center agents. Across the globe, customers rely on TelStrat's Engage Record for success in financial services, insurance, healthcare, retail, government, technology and many more diverse industries.

## BENEFITS

- Ensure service quality, accuracy, and proficiency
- Improve the sales process by enabling review of customer requests, prevent miscommunications, and facilitate post-evaluation of selling techniques
- Capture market intelligence on perceptions, needs, and preferences of customers
- Resolve disputes quickly
- Improve training efficiency
- Reduce losses in frivolous lawsuits, agent misconduct, and threatening calls

## ADVANCED CALL RECORDING

Capture complete customer interactions with automatic, rules-based or on-demand call recording, complete with live monitoring and exclusive Conversation Save™ technology.

## INTUITIVE SEARCH & PLAYBACK

Isolate a range of calls or pinpoint the specific interaction with Engage Record's advanced, laser-focused search capabilities. TelStrat's Engage Record simplifies locating calls for agent evaluation and quality management from one intuitive interface.

## BUILT-IN LIVE MONITORING

Instantly monitor any call at any time. Engage Record includes persistent live monitoring, allowing supervisors to listen in on call audio, view multiple desktop screens, and comment on active calls with one click of a button in the intuitive Web 2.0 interface.

## BROAD, CERTIFIED COMPATIBILITY

Engage Record is fully tested and certified on a wide range of the most popular PBX platforms. It supports the latest telephony technologies and advanced recording architectures, as well as legacy integrations. Flexible deployment solutions mean Engage Record is tailored to perfectly fit your environment, whether SMB, enterprise, or cloud.

# FEATURES

## Industry-leading scalability & compatibility

Engage Record affordably and efficiently scales from a few stations to thousands. It supports advanced recording architectures or standard SPAN deployments on a wide variety of voice technologies and/or PBX platforms including:

- Aspect
- Avaya Blue & Red
- Genband
- Genesys
- ShoreTel
- Siemens
- SIP/SIPREC
- VoIP

- BroadSoft
- Cisco
- MicroSoft Lync
- Mitel
- Radio
- PC Microphone
- TDM
- Analog

## Record all calls to your custom preferences

Engage Record captures 100 percent of calls automatically, at random, by specified criteria, on demand with Conversation Save™, or excludes recordings by any call detail.

## Listen to an active call with live monitoring

Review live calls to monitor customer service capabilities and curb errors at the onset. In conjunction with Engage Quality, it provides the ability to coach agents or score the call without ever leaving the comfort of the intuitive interface.

## Pinpoint calls with built-in quick filters & logic-based searches across one or many recorders

Drill down through millions of call results, across multiple linked recording servers, by any metric in the recording database. Quick filter icons allow one-click filtering, or perform more complex searches using logic-based criteria with the Custom Search tool.



## Review calls & share them as easily as clicking a link

Review calls using the built-in player or download to standards-based players as a Microsoft WAV file. Engage can also generate clickable URL playback links to each recording. These links can be e-mailed to authorized reviewers or automatically appended to CRM records using Engage Desktop Analytics.

## Assign customizable roles with streamlined logon

User accounts are assigned one or more customizable roles that define feature and resource access. Single sign-on (SSO) and active directory integration technology means network authenticated users can logon to Engage without having to supply additional logon/password credentials.

## Gain instant, real time insight into call metrics

Engage Dashboards provide important call performance data in a customizable, real-time desktop display. Data can be trended over time and compared within and across teams.

## Seamlessly integrate into advanced multi-server, multi-site, resilient environments

Engage supports popular virtual server environments such as VMWare and HyperV, and lets you easily maintain multiple servers at multiple locations with Centralized Management. Microsoft Clustering support simplifies deploying stand-by servers to assure constant up time and survivability of critical recordings and database information during disasters.

## Archive call recordings to one or more locations

Engage supports archiving to both Network Attached Storage (NAS) or Storage Area Networks (SAN). For remote storage, Engage Enterprise solutions can store and forward data automatically to single or multiple archive locations, each with its own schedule and retention policy.

## Readily integrate Engage into existing systems

Engage Record integrates with other systems through programmed open data access using the included Engage Web Services. Engage Desktop Analytics makes it even easier to tie Engage to CRM and other systems, providing automatic data sharing across up to 16 custom fields and function control such as recording pause/resume.

Since TelStrat's first recording deployment in 2000, each of Engage Record's more than 3,000 customers can seamlessly upgrade to the latest release of the Engage Contact Center Suite™ without losing call recordings, call history, or being locked into a forklift upgrade. With Engage Record, customers can seamlessly migrate from smaller deployments to complex global enterprise environments using the same licenses, servers, and user interface.

Engage Record easily adapts to the changing needs of your business whether recording for compliance, quality management, or business intelligence.

## INTUITIVE WEB 2.0 INTERFACE

The Web client is ideal for all end users and installs independently without impacting mission-critical recordings. The easy-to-use, user-configurable interface requires minimal training. The expanded search capabilities enables quick review of thousands of call results. The streamlined functionality with one-click quick filter icons pinpoints and sorts calls by any field. The complimentary Active Call live monitoring blends with other features such as on-demand recording or live agent evaluations with Engage Quality.



**Engage Dashboards provide customizable, at-a-glance insight into important call performance metrics in real time**

## ENCRYPT FOR REGULATORY COMPLIANCE

Satisfy compliance for PCI-DSS, HIPAA, Sarbanes-Oxley, FIPS, and other regulatory requirements with the industry's strongest encryption for both audio and screen recordings and a host of other advanced security features, using Engage Record's optional, affordable security package.

- Encrypt recorded calls and screen captures end-to-end with DOD-grade 256 bit AES encryption
- Pause/resume recording using included Web Services or available Desktop Analytics
- Create tamper-resistant recordings with the watermark security feature
- Connect with secure web access using SSL/HTTPS and Active Directory Integration
- Restrict access to call recordings and screen capture files with role-based, per-feature permissions control
- Provide beep tone on supporting platforms

Engage Record's security capabilities provide the tools to help satisfy regulatory, privacy, and liability concerns while protecting customer data and business intelligence from fraud, tampering, classified data leaks, and more.

# DEPLOYMENTS

**Which deployment environment is right for your organization?**

| Deployment Environment | Stations/Seats | Site |
|---|---|---|
| **ENGAGE UNITY** | Up to 250 seats of any combination of Engage WFO Components | Single Site, Single Server |
| **ENGAGE ENTERPRISE** | Unlimited with Engage Suite | On premises, large or multi-site |
| **ENGAGE CLOUD** | Unlimited | Hosted; Multi-tenant |

## WFO ALL-IN-ONE

Lower the cost of entry into workforce optimization (WFO) solutions and be one step ahead of the pack. Engage Unity starts with call recording and lets your business select custom configurations of screen capture, agent evaluation, speech analytics and even workforce management, all on one server.

## EXPAND YOUR ENTERPRISE

Efficiently and securely manage large, multi-site deployments with Engage Enterprise, allowing user functions and commands to scale across multiple servers in tandem with centralized management. Engage Enterprise WFO, the industry's best value for the dollar, is customized to fit your complex business environment.

## CLOUD-BASED WFO

Ideal for hosted Software as a Service (SaaS) providers and contact center outsourcers to offer their customers cloud-based call recording & WFO services using Engage Cloud. End users seeking hosted call recording should contact TelStrat for information on an Engage Cloud provider servicing your industry.

# DETAILS

## ENGAGE SERVER DETAILS:

- **Windows® 8, Windows® 7,** or **Windows® XP** workstation with **Windows® Server 2012 or Windows® Server 2008** operating system. A 32-bit or a 64-bit configuration is determined by the PBX Platform being used.

- **Microsoft SQL Server 2012**, **Microsoft SQL Server 2008** Express, Workgroup, Standard, or Data Center database applications supported.

- RAID 1 or RAID 5 configured internal hard drive.

- Included Web Services Toolkit for enabling data exchange between Engage Record and 3rd party application systems.

- Additional configuration components available.

## ENGAGE BROWSER SUPPORT:

- **Internet Explorer 11, 10, 9, & 8; Google Chrome; Firefox; Safari\***

**Capture any screen activity simultaneously with the voice recording**

Combine Engage Record with Engage Capture to automatically synchronize each audio recording with the agent's screen capture. This provides a more in-depth look at the complete customer interaction.

**Immediately annotate call recording observations to improve agent performance**

Enjoy the benefits of increased customer loyalty and consistent agent performance. Engage Quality seamlessly integrates with Engage Record to boost your quality management program. Engage Quality is a powerful tool for comprehensive agent evaluation, immediate coaching, e-learning, and in-depth agent performance reporting, all in one simple-to-use package.

*\*Some feature limitations*

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