

# Capture

## Real-Time Audio for Speech Analytics

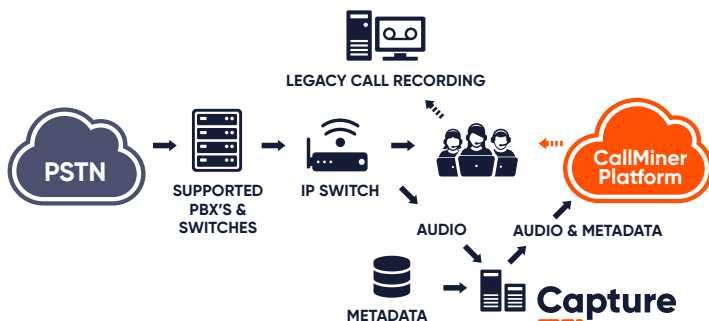
### Stream Hi-Fidelity Speaker Separated Contact Center Conversations Without Call Recording

#### Fast, Secure and Efficient Audio

CallMiner Capture allows contact centers to efficiently deploy speech analytics without the need for a primary recorder. Hi-fidelity speaker separated audio accurately transcribed in real-time enables speech analytics applications including agent guidance, quality management and voice of the customer scored call analytics.

#### IP Telephony Support

The ability to acquire audio from IP PBX, SBC (Session Border Controllers), and SIPREC sources provide a foundation for Capture. We support integrations with a wide range of contact center telephony environments.



The above diagram details a real-time application of Capture with the CallMiner platform. This example displays Capture deployed within a contact center with legacy call recording. Real-time audio capture bypasses call recording, immediately sending audio to the CallMiner hosted platform. Real-time analytics can generate alerts based on categorized intelligence (e.g. churn language) to be presented at a supervisor or agent desktop via the CallMiner standards-based API.

#### Telephony Environments and Integrations

Capture supports a range of telephony environments. Following are examples of a few providers delivering contact center telephony infrastructure where Capture can be implemented. Metadata supported will be provider dependent.

#### Capture at a glance

Capture enables accurate and secure speech analytics with real-time audio acquisition that efficiently scales for any organization.

#### Advantages

**Quality** – High quality, dual channel audio powers more accurate transcriptions and analytics in real-time

**Secure** – Audio is never stored “at-rest” supporting key PCI requirements

**Speed** – Redacted real-time audio is immediately available for awareness and analysis

**Integration** – Easily incorporate customer conversations wherever and however they occur

#### Features

- **Stereo** – Dual channel real-time audio streaming supports clear agent and customer separation
- **Scalable** – Real-time audio capture for thousands of simultaneous calls
- **Private** – Real-time redaction eliminates sensitive data instantly
- **Secure** – TLS 1.2 encryption for audio and metadata
- **Efficient** – Audio bypasses legacy call recording solutions
- **Adaptable** – Can perform alongside existing call recording
- **Intelligent** – Metadata support for speech analytics
- **Integrate Easily** – Connect CallMiner Capture to an existing CCaaS or an on-premise solution
- **Standards-based** – IP & SIPREC support for a wide range of telephony environments
- **Post Call Analytics** – Supports post-call use cases using CallMiner Record

#### GENERIC SIPREC

AVAYA

CISCO

ORACLE

#### GENERIC SPAN/H.323

broadsoft

Asterisk

GENESYS

#### CCAAS INTEGRATIONS

Five9

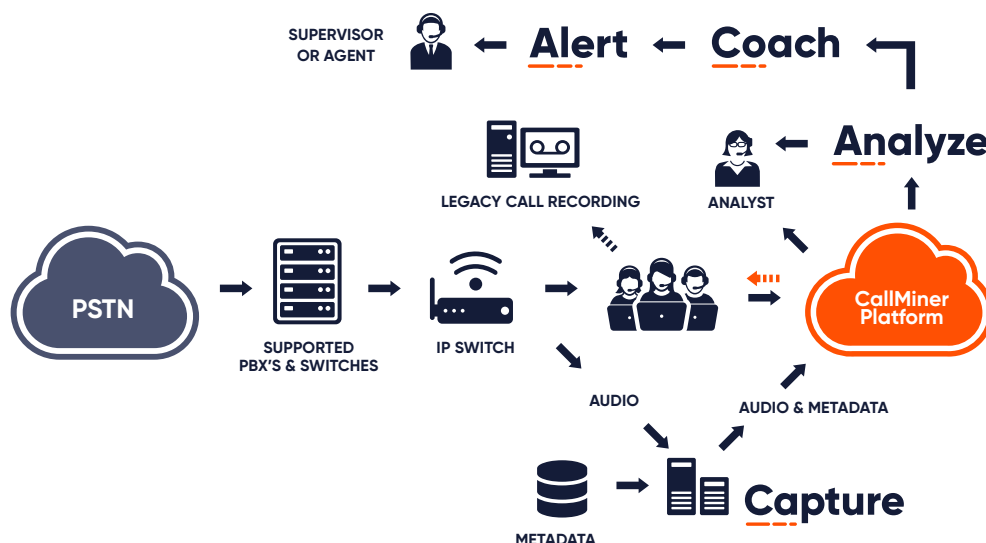
LIVEVOX

amazon

## Real-Time Alerts

Support real-time alerting analytics with a single audio and metadata stream via CallMiner Capture. In dual application mode real-time awareness with categorization is enabled with presentation to supervisors or agents via a standards based API or presented within the CallMiner Coach supervisor dashboard. Additional benefits include:

- Redacted transcript and audio stored within the CallMiner platform for analysis and secure sharing
- Automated scoring for Voice of the Customer and Agent Quality awareness
- Reporting with trend visualization, topic discovery and customer journey mapping



## With Legacy Call Recording

Capture bypasses legacy call recording for immediate insight and security from every call into your contact center. There is no impact to legacy call recording processes or systems when Capture is deployed.

## Requirements

Capture Server	Audio Capture
<ul style="list-style-type: none"> <li>• Linux or Windows operating system agnostic</li> <li>• Commercial off-the-shelf hardware</li> <li>• Server(s) &amp; storage sized by hours of audio capture</li> </ul>	<ul style="list-style-type: none"> <li>• Codecs - G.711, G.729A, G.723.1, G.722, iLBC, GSM6.10</li> <li>• Protocols - SIP, Cisco Skinny, SIPREC, CALEA, H.323, MGCP, IAX2, RTP, Nortel UNISTIM</li> </ul>

## For More Information

For more details about CallMiner Capture, please contact your CallMiner Sales Director or Customer Success Director.

Visit us at [www.callminer.com](http://www.callminer.com) or our community for customer engagement professionals at [www.CallMinerCustomerConnect.com](http://www.CallMinerCustomerConnect.com)

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### Corporate Headquarters

200 West Street  
Waltham, MA 02451  
+1 781 547 5690

### Sales

[sales@callminer.com](mailto:sales@callminer.com)

### Social

[facebook.com/callminerinc.](https://facebook.com/callminerinc)

[twitter.com/callminer](https://twitter.com/callminer)

[linkedin.com/company/callminer](https://linkedin.com/company/callminer)