

Record

Record and analyze customer conversations

High-quality recording for valuable analytics and insights to drive decision making

Introducing CallMiner Record

The recorder is the foundation of any quality management or compliance-driven program. It also serves as the input to drive many downstream processes critical to automation and efficiency, including transcription, analytics, reporting and more. CallMiner Record offers two powerful capabilities in a single, flexible solution.

Full-featured recorder

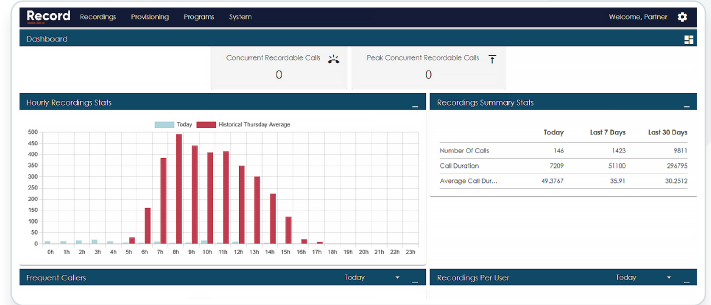
CallMiner Record is a full-featured recorder that offers live monitoring and instantaneous playback. It features high-quality stereo recordings to drive improved transcription and analytics, both of which inform compliance and risk management initiatives. Unlike competitor recorders which can take weeks or months to deploy, CallMiner Record is easy to deploy, and you can get up and running within the same day.

Analyze, share and improve

In addition to recording capabilities, CallMiner Record captures 100% of calls, while easily integrating with CallMiner's platform to analyze 100% of voice contacts to reduce risk, improve compliance, and drive agent performance.

CallMiner's platform ingests audio from CallMiner Record to process the data for robust post call analytics. 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



Features

Dual-channel audio capture

Record offers high fidelity, dual-channel audio capture with codecs like Opus to increase transcription accuracy.

Scalable

Record allows you to scale to hundreds of thousands of users without sacrificing reliability.

Fully searchable and indexable

Access recordings during or immediately after calls, auto tag pre-selected keywords and phrases, and index recordings by time, agent, date, group and more.

Support for diverse telephony architectures

Record supports diverse deployment architectures – including cloud, on-premise or hybrid. Record works with many telephony, CRM and customer experience platforms.

Deploy quickly and easily

Get up and running quickly with minimal downtime. Our software-only solution integrates seamlessly with existing systems through our REST API.



Key Benefits

Improved transcription accuracy

Transcription accuracy increases as quality of call recordings improves. Because CallMiner Record offers high-quality stereo recording, businesses can quickly benefit from analytics driven insights that improve the customer experience.

Full-featured recorder

Capture every customer conversation with primary recorder functionality for real-time playback, compliance, performance and risk reduction.

Integrate easily with your existing system

Record protects your current investments by enabling you to continue to use your existing systems. Record is a modern recording platform that integrates with a broad range of telephony, CRM and customer experience platforms to power the worlds communications infrastructure.

Challenges & Capabilities

For contact center leaders

Many enterprises only listen to 1-3% of customer interactions, leaving hundreds of calls unanalyzed daily. Powerful analytics starts with high-fidelity, dual-channel audio. Record allows contact centers to drive better analytics and improve the customer experience as measured by CSAT, FCR, AHT and more.

For IT departments

Today's IT departments are expected to reduce IT infrastructure costs and protect existing technology investments. Record allows you to maximize your existing communications investments by integrating with your current telephony, CRM and customer experience platforms. CallMiner record offers quick deployment and time to value.

Request a Trial Today

For more details about CallMiner Record and to request a free trial, visit: <https://callminer.com/products/record>

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“Working in close partnership with OrecX and CallMiner to build out our new Amazon Connect hosted environment is quite significant. By keeping everything in AWS, we don't have to pay for extra data extraction anymore. Those costs add up.”



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