

Record

Recorded audio compliance and quality management

Introducing CallMiner Record

Recording serves as the foundation for many quality management and compliance-driven programs. Without high-quality, accurate recording, transcriptions of customer interactions can suffer, adversely affecting downstream analytics. Critical insights that emerge from customer interactions require high quality recordings to create reliable transcriptions that can help automate manual processes, drive greater efficiency, and improve agent effectiveness.

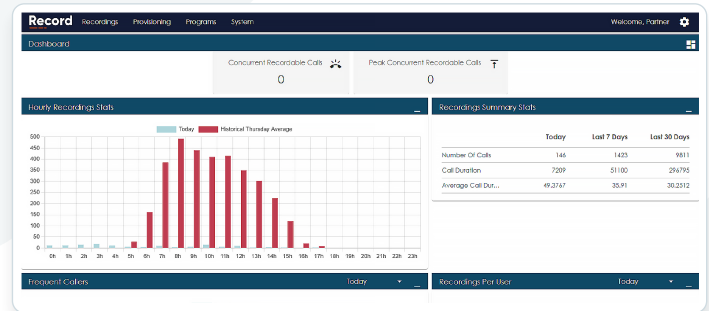
CallMiner Record is a full-featured recorder that offers primary recording functionality as well as recording for compliance and quality to support your voice-based conversations in a single, scalable, flexible solution. It features high-quality stereo recordings to drive improved transcription and analytics.

Record for compliance

CallMiner Record is a full-featured recorder that offers live monitoring and instantaneous playback to meet compliance requirements. It features high-quality stereo recordings to drive improved transcription and analytics, which inform compliance and risk management initiatives. Record offers redacted transcript and audio stored within the CallMiner platform for analysis and secure sharing. Unlike competitor recorders which can take weeks or months to deploy, CallMiner Record integrates easily, and you can continue to use your existing systems since CallMiner integrates with a broad range of telephony, CRM, and customer experience platforms.

Record for quality management

CallMiner's platform ingests audio from CallMiner Record to process the data for robust analytics programs such as Voice of Customer and Agent Quality awareness and improvement. Because CallMiner Record offers high-quality stereo recording that can readily be accurately transcribed and analyzed, businesses can quickly benefit from business insights that can improve the customer experience within the contact center and beyond.



Features

High-quality audio

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

Standards-based

IP & SIPREC support for a wide range of telephony environments

Secure

TLS 1.2 encryption for audio and metadata

Private

Redaction eliminates sensitive data instantly

Integrate easily

Connect CallMiner Record to an existing CCaaS or telephony platform solution

Scalable

Can easily scale to support your entire agent population 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

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Benefits

Full-featured recorder

Capture every customer conversation with primary recorder functionality for real-time playback, compliance, performance and risk reduction to meet business needs, inside and outside of the contact center.

Improved transcription accuracy

Transcription accuracy increases as the 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.

Integrate with existing systems

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.

Challenges & Capabilities

Improve quality and performance

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

Maintain compliance

CallMiner Record helps teams zero in on exactly what compliance violation occurred and when. Use those insights to target training programs that improve agent compliance and performance. Monitor for compliance-related language, such as mini-Miranda language, Right Party Contact language, FDCPA violations, abusive language and more. Teams can alert agents while an interaction is in progress and uncover trends post-interaction that can improve behavior over time.

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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Corporate Headquarters

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

Sales

sales@callminer.com

Social

facebook.com/callminerinc

twitter.com/callminer

linkedin.com/company/callminer