

RecordX award winning
fixed and mobile recording
for every business.

oak

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Call Recording & Evaluation

record^x

Call Recording & Evaluation

▶ Resolve Disputes

Find calls quickly and email an extract of the call to your client to confirm contract details.

▶ Demonstrate Compliance

For many organisations it is necessary to show that FCA rules have been followed.

▶ Monitor Quality

Review calls to ensure that all clients have been dealt with professionally at all times.

▶ Improve Performance

Work with staff to develop their telephone and telesales techniques.

▶ Share

Share conference calls and online meetings with business colleagues.

RecordX is a unified call recording solution that includes fixed line, mobile and VoIP recording in a single solution.

RecordX is designed to enhance your business by enabling you to deliver the best possible service to your customers.

By recording all telephone orders or discussions, you can quickly confirm back to a customer what was agreed. This enables any disputes to be quickly resolved and for the customer to be retained for future business. It also means the avoidance of time-consuming litigation.

RecordX also works alongside your staff to help them develop their customer service skills as well as drive new sales through better telesales techniques.

RecordX meets the regulatory requirements defined by the FCA and by other regulatory bodies. It is also updated regularly to ensure that it continues to meet the latest regulations as and when they change.

Users can securely access **RecordX** both locally and remotely and review recordings that their security policy allows.

RecordX works with businesses and call centres of any size, as well as multiple sites, to deliver the maximum benefit at the most cost effective price.

RecordX is scalable from 4 to 480 ports per system.

+ Modules

RecordX Mobile

Oak in conjunction with Voxsmart have produced a seamless integration to record Blackberry devices directly onto the RecordX platform. A single user interface allows all call types to be viewed and played.



Play - Review calls visually within Oak's media style call player.

Call Recording & Evaluation

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RecordX is the perfect solution for every business.

| OPTIONS | STANDARD | PREMIUM | ENTERPRISE |
|--|--------------------------|--------------------------|----------------------------|
| Store & Backup Calls | | | |
| Automated Secure Archive | ✓ | ✓ | ✓ |
| * RecordX Trunks (All Extensions) | | | |
| PRI((ISDN30)/DASS2/SIP) | USB Solution Up to 30 | USB Solution Up to 30 | PCIe Solution Up to 480 |
| BRI((ISDN2) | Up to 16 | Up to 16 | Up to 64 |
| Analogue | Up to 8 | Up to 8 | Up to 64 |
| *All licenses are purchased specific to the recording interface required. A change of interface will incur a charge. | | | |
| Selective recording/deletion | x | ✓ | ✓ |
| RecordX Individual Extensions | | | |
| Digital | x | Up to 16 | Up to 64 |
| Analogue | x | Up to 8 | Up to 64 |
| VoIP/IP | x | Up to 100 | Up to 480 |
| Search for Calls | | | |
| Notes | ✓ | ✓ | ✓ |
| Date, Time, Duration, CLI, DDI | ✓ | ✓ | ✓ |
| Dialled Number, Direction | ✓ | ✓ | ✓ |
| Add & Search Flags | ✓ | ✓ | ✓ |
| Extension | x | ✓ | ✓ |
| Department (when used with Report) | x | ✓ | ✓ |
| CRM and Customer Fields (requires SDK) | x | ✓ | ✓ |

+ Modules

Call Evaluation

This module allows Managers and Supervisors to carry out the objective and automated evaluation of calls.

By scoring calls against manager defined questionnaires, both quality and performance can be measured and used as the basis for both improvements in customer service and for reward schemes.

- Design Custom Questionnaires
- Create Sample Call Sets for Evaluation
- Run Graphical Reports
- Identify Training Needs
- Measure Performance Improvement over Time

| Call ID | Call Date | Call Duration | Call Status |
|---------|------------|---------------|-------------|
| 001 | 10/04/2013 | 00:01:15 | OK |
| 002 | 10/04/2013 | 00:01:15 | OK |
| 003 | 10/04/2013 | 00:01:15 | OK |
| 004 | 10/04/2013 | 00:01:15 | OK |

| OPTIONS | STANDARD | PREMIUM | ENTERPRISE |
|---|----------|---------|------------|
| Play Calls with Advanced Media Player | | | |
| Review multiple calls at the same time | ✓ | ✓ | ✓ |
| Review whole or part of a call | ✓ | ✓ | ✓ |
| Speed up or slow down playback | ✓ | ✓ | ✓ |
| Extract all or part of call to WAV | ✓ | ✓ | ✓ |
| Email call extract to client. | ✓ | ✓ | ✓ |
| Place markers in call & add labels | ✓ | ✓ | ✓ |
| Add searchable Notes to call | ✓ | ✓ | ✓ |
| Mask out section of when exporting | ✓ | ✓ | ✓ |
| View Audit trails | ✓ | ✓ | ✓ |
| View and listen to calls live | ✓ | ✓ | ✓ |
| Evaluate calls using RecordX Evaluation | x | ✓ | ✓ |
| Integration | | | |
| D Channel (CLI/DDI) | ✓ | ✓ | ✓ |
| SMDR/Extension | x | ✓ | ✓ |
| CTI/CRM/Database using RecordX SDK | x | ✓ | ✓ |
| Security | | | |
| FCA compliant | ✓ | ✓ | ✓ |
| Calls encrypted & tamper proof using 256bit AES | ✓ | ✓ | ✓ |
| User defined security policies | ✓ | ✓ | ✓ |
| Listen to own/department calls only | x | ✓ | ✓ |
| PCI DSS compliant - credit card | x | ✓ | ✓ |

Mobile Recording

Our market leading voice recording solution can now record mobile telephony traffic. This enables organisations in the Financial Services industry to record mobile communications in a fully compliant manner, to ensure that users adhere to market regulations and also meet FCA, MIFID and BS 10008 standards.

SDK

The **RecordX** SDK is an optional set of tools and documentation that enables software/database engineers to integrate external systems with the **RecordX** application. Systems integrators can use the **RecordX** SDK to fulfil a variety of business requirements including PCI compliance. The SDK allows third party software vendors to initiate start/stop commands allowing customers to control which part of the telephone call the **RecordX** system should record thereby ensuring sensitive information is not recorded.



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