



Office365 'Skype for Business' Recording Centralized Client-Side Recorder



Office365 'Skype for Business' Recording: Centralized Client-Side Recorder



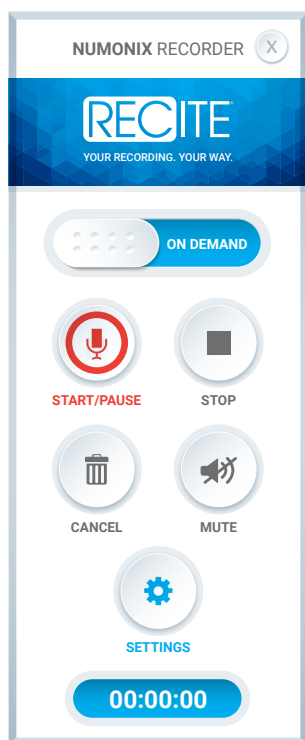
Fifty five percent of organizations are using Skype for Business (S4B) today for customer interactions, instead of the telephone. Just like standard landline interactions are today, many businesses will want to record these calls for customer service and dispute resolution purposes. The challenge, however, is that the native Skype for Business (within Office365) recording function is limited, at best, and does not enable you to meet these critical needs.

With the built-in Skype for Business recorder, your calls are stored in a folder on your computer, not in a central company server. Individuals also have to remember to turn on the recording feature manually for each call. What if someone forgets and during the call credit card or other personally identifiable information is taken? If a dispute arises, your business is vulnerable.

RECITE CLIENT-SIDE SKYPE FOR BUSINESS CENTRALIZED RECORDING

RECITE Skype for Business recording is a desktop client that is easily and quickly loaded onto each computer you wish to record. Calls are stored centrally in your own data center, with all of the security, permissions, and profiles you need to protect sensitive customer data. Users cannot access local files or modify recordings. Demo Applications including source code samples for API syntax and XML parsing amongst other features including SEARCH, PROVISIONING and PLAYBACK.

BENEFITS



- Centralized storage on-premise or in public or private cloud
- Centralized configuration and management of clients
- Comprehensive audit trail and change tracking
- Encrypted recordings and custom security access profiles
- Full-featured product includes dashboards, reports and agent scoring
- No local access to recordings and configuration files by agents
- Support for start, stop, pause, resume recording (for PCI-DSS)
- Low CPU and memory usage on client machines
- Support for centralized deployment to multiple workstations
- Tamper proofing and call validation utilities
- Automatic recording, record on demand, save on demand

Minimum Client Side Requirements: Windows 7 and above, 10 GB storage, 4 GB RAM

Minimum Central Server Requirements: Windows 8.1 Professional, 250 GB storage, 8 GB RAM



HOW DOES RECITE WORK?

We provide you with a client-side recorder that you host on-premise, which enables you to capture and store Skype for Business audio interactions on your own server for immediate replay when required.

Deploy an easy-to-install application on each computer. A RECITE main server is deployed in the customer cloud, datacenter or on premise. This main server is for central storage, admin and system management. Each remote client is synchronized to the main server on a real time or scheduled basis.

▶ HOW MUCH DOES RECITE CLIENT-SIDE RECORDER FOR OFFICE365 COST?

No initial set up fees. Monthly per user subscription charge with a minimum one year commitment.

▶ HOW RECITE HELPS YOU

With RECITE for Office365 Skype for Business recording, you'll have central control over your recordings so they are always protected and securely archived for later replay. RECITE empowers your business in a variety of areas, including:

- Customer service: Monitor calls to identify customer service gaps and agent skill deficiencies
- Dispute resolution: Resolve he-said/she-said disputes by replaying the call for the customer
- Order verification: Verify customer orders and verbal authorization

For more information: <http://numonix.info/2H33ksK>

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