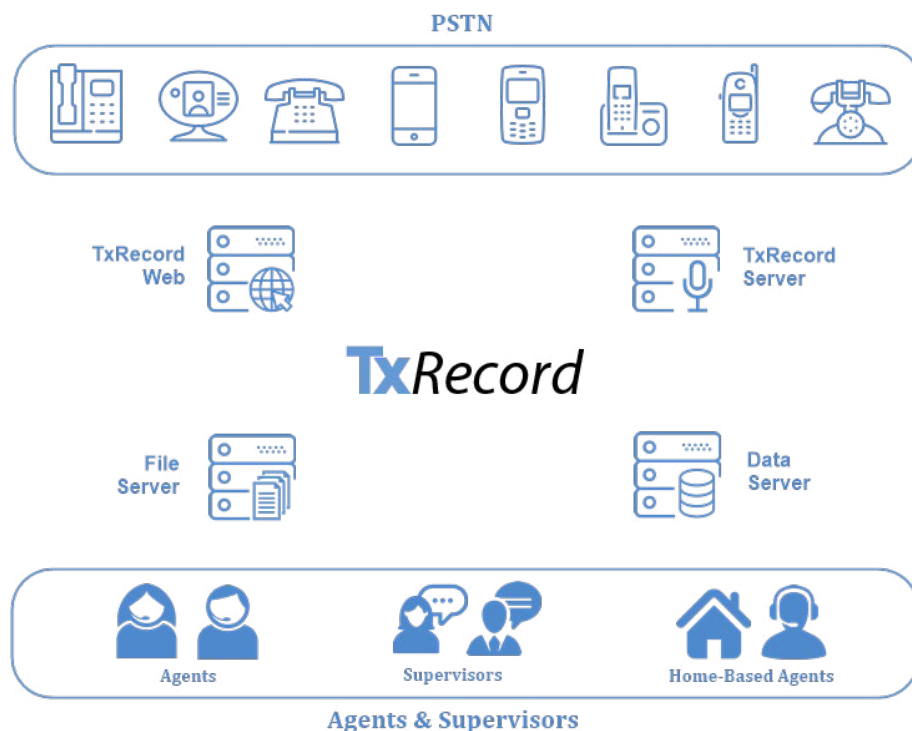


TxRecord

The Quality Assurance and Compliance Module

TxRecord, a high availability and robust VOIP call recording software is designed to efficiently address the key requirements of compliance and quality assurance that are critical in today's Contact Center Business Operations. The "Performance Evaluation Tool" enables Supervisors to evaluate the performance of agents based on call records and recommend appropriate training sessions. The system is capable of recording 100% of calls including IVR initiated and "No connect" calls.



Unique features

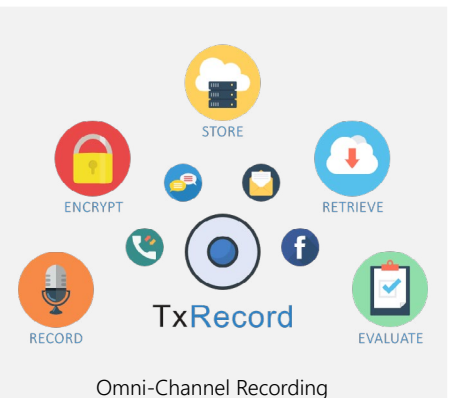
Support over wide range of PBX and phones

TxRecord can be integrated with different PBX like Avaya, Microsoft Skype for Business, Asterisk, Freeswitch, Cisco and TxContact.

OmniChannel Recording

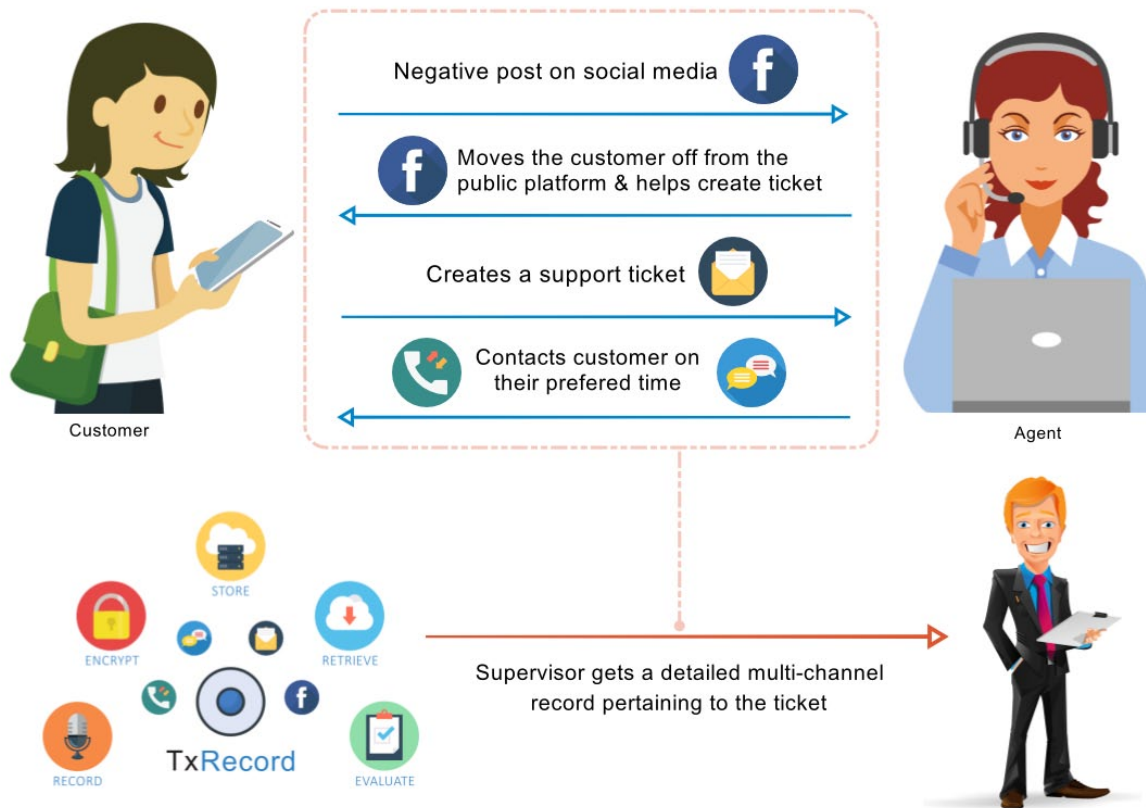
"TxRecord is a truly Omnichannel recording platform that can empower contact centers to record, store, retrieve and evaluate every communication happening through various channels between the customers and the agents"

With increasing usage of digital channels, customers would like to communicate with customer care or support using the channel that is most convenient to them be it Instant messaging (mobile Apps) or web chat, Email, Social media channels like Facebook, Twitter, WebRTC and other evolving modes of communication. This single application provides the supervisors to track the customer and agent interaction that could have taken place across various channels. For example, the customer can send an email raising a support ticket, the agent can initiate a interactive chat session as the first step, which can then result in a call for further assistance. Now all these 3 interactions can be traced by the supervisor using "TxRecord" giving a complete picture of the whole customer interaction.



Highlights

- OmniChannel Recording
- Cloud based or on-premise solution
- Quality Assurance with Performance Evaluation Tool
- Multi tenancy support
- Switch Agnostic Solution
- 100% Software based recording
- Disaster Recovery and High Availability
- Integration with Dropbox, Google Drive for archival policy
- Metadata search feature
- Web Based Access



100% Call Recording any time

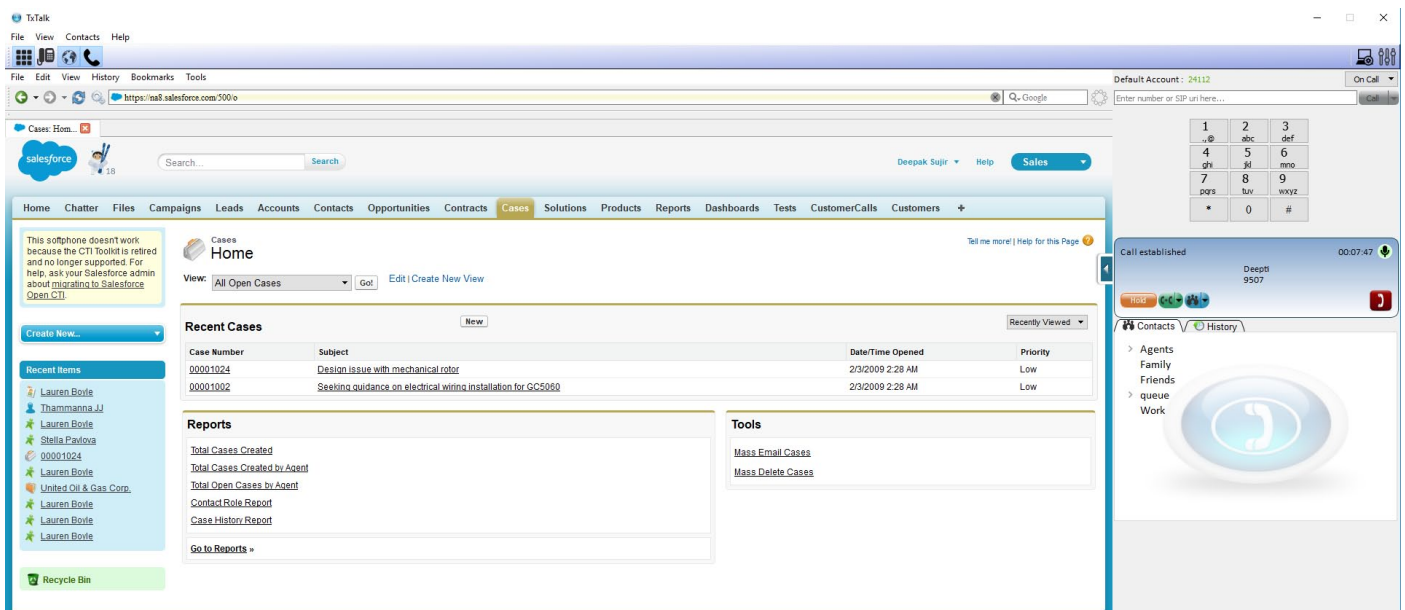
TxRecord supports 100 % recording of all customer interactions over different communication channels. It also supports recording of “No Connect” calls if there is a business requirement for the same. These recordings can be accessed by the supervisors with relevant access permissions any time over a web interface.

Assign and access recordings

Administrators can allow access to the recordings to a group of users. This will help the supervisors to access the recordings during any disputes.

ScreenCapture

This advanced module allows contact centers to record the agent desktop screens in real-time. This functionality enables the Contact center to meet the legal compliance requirement that are mandatory for certain business processes especially in the financial sector. It also allows supervisors to evaluate the agent performance by reviewing their desktop activity along with the call records for every customer interaction. The recording of the agent's desktop screen can be triggered when the agent answers the call. The call recording and the screen recording will be synced and will be made available for review.



Agent Desktop Screen Recording

Speech Analytics

Auto processes the recordings, looks for the predefined keywords and highlights every occurrence of the word. For example supervisors can use this to check whether the agent has answered the call with a greeting, conveyed the required information to the customer and for other typical monitoring.

Agent Evaluation

Supervisors can evaluate the agents using the Performance Evaluation Tool, which provides a point based or percentage based scoring mechanism. By specifying weights to each categories based on their relevance and importance, you can evaluate agent's customer interaction through any channel. This helps to assign specific training session to agents for improving their customer interaction skills. Each recording can be analysed and rated that provides the agents with better feedback on the calls when they performed better and when they did not. Also these evaluations along with the recordings can be used by the supervisors to train the agents who are underperforming.

Assessment Form	
Application:	Tech Support
Agent:	Bharadwaj Nithish(10011)
Recording:	826c10eb-7136-478b-8859-185e3412eed5
Reviewer:	Manoj
Comments:	Enter the Comment
Training URL:	
Review form:	Demo Form
Score	Reset

Assessment Form	
Call Introduction/Greeting	
Score: 2 Weight: 5	
CSR name given? "My name is" or "This is"	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Weight: 0	
Verification of Account Information/Transaction Entry	
Score: 2 Weight: 5	
Caller Name verified with the caller	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Weight: 1	
Contact Phone Number obtained?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Weight: 1	
Communication	
Score: 2 Weight: 5	
Addressed the caller's needs? (restated request issue)	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Weight: 1	
Complete and accurate information provided by Associate?	<input type="radio"/> 0 <input checked="" type="radio"/> 1
Weight: 1	
Instructed Customer where to find information?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A

Assessment Form

Assessment Report

Application:

Agent Name: Jacob

Recording: 10002_b7167d5e-b1ed-42b0-afaf-aa6f79d0d24f

Reviewed Date: 2015-06-24T07:10:28

Reviewer: Interlink

Comment: Very%20well%20handled

Score: 92

Assessment Form

	Weight	Total Points	Scored Points
Call Introduction/Greeting			
Weight: 5	Score Per Question: 2		
CSR name given? "My name is" or "This is"	1	1 * 2 = 2	2*1=2
Module Total [Module weight * Points]:	5 * 2 = 10	5 * 2 = 10	
Verification of Account Information/Transaction Entry			
Weight: 5	Score Per Question: 2		
Caller Name verified with the caller	1	1 * 2 = 2	2*1=2
Contact Phone Number obtained?	1	1 * 2 = 2	2*1=2
Module Total [Module weight * Points]:	5 * 4 = 20	5 * 4 = 20	
Communication			

Assessment Report

Tag Metadata

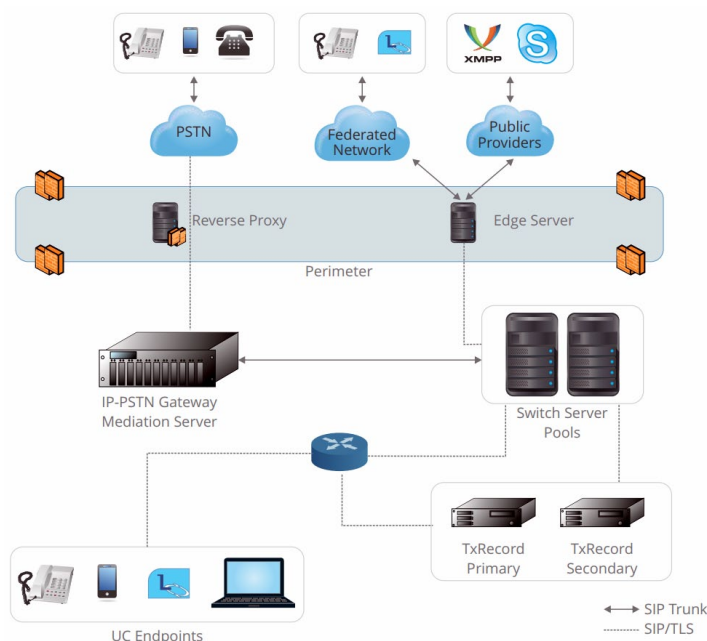
The customer data or any channel data can be tagged to the recordings using custom metadata fields. This helps to search the recordings based on metadata fields. These fields can be the same as the one used in CRM for quick retrieval of records.

Data Archiving/Purging

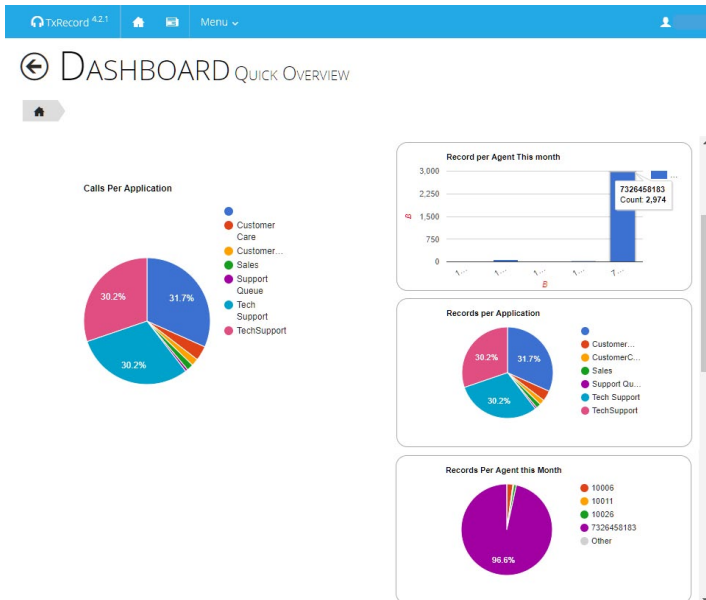
Recordings are stored in a compressed form that saves disk space and the archival of recordings is also easy with the ability to export to a ftp location or to a cloud storage as needed. The archival policies can be extended to media such as DVD-RAM, external Hard disk, USB Drive or over the network such as NAS and SAN.

Data that gets accumulated over period of time can be difficult to manage. TxRecord can schedule the various purging policies to delete recordings/cdrs for saving disk space.

TxRecord for SFB (Skype for Business)



TxRecord supports recording in Skype for Business using its NTMA (Native Trunk Mode) architecture. This allows recording of any internal, PSTN, remote, federated callers and store the recordings in encrypted form for future analysis. All that is needed is to create a SIP trunk from SFB server to TxRecord servers. Based on the configuration, whenever there is a call between SFB clients, TxRecord will be notified of a call going on through the scripts running on Front End Servers. TxRecord initiates the recording based on this trigger. When the call ends, the recording is moved to the specified storage for retrieval and analysis by the supervisors. This does not require any other conferencing services or resources and is completely done on the server side. There are no additional softwares needed on the client side and no user interaction is required for triggering the recording.



Dashboard

Search Form

Server Hardware Requirements (up to 500 Agents)

Specifications	Intel Xeon E5-2620 v3 @ 2.2 GHz, 6x2 cores, RAM 16 GB (CPU Passmark : 8360)
No of Servers	4
Operating Systems	<ul style="list-style-type: none"> Microsoft Windows Server 2016 R2 Debian 64 bit
Virtualization	Supported (NOT recommended for Telephony servers)

INTERLINK NETWORK SYSTEMS INC.

Interlink Network Systems established in the year 1991 is a Telephony and Enterprise Application Integration (EAI) software products and services company. As a US subsidiary company of Telenetix with valued customers in the US, Canada, Africa, Middle East and South-Asia, Interlink is committed to delivering high quality products and services.

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