



# ALCATEL-LUCENT OMNIPCX RECORD SUITE

Delivering full-capture capability through  
integrated recording and monitoring

## WHEN IT ALL HAS TO BE ON THE RECORD

Customer service. Quality assurance. Transaction validation. Regulatory compliance. There are many drivers behind the need for keeping comprehensive record. For transparency and accountability, organizations need a recording solution that captures the right level of detail, and provides an easy means of retrieval when a given transaction has to be retraced, therefore ensuring customers and partners trust and loyalty.

The Alcatel-Lucent OmniPCX RECORD Suite provides small and medium-sized businesses with Web-based audio and video call recording and analysis tools that support quality assurance, accelerate customer issues resolution, boost loyalty and streamline employee training and monitoring. Seamlessly integrating into existing and newly installed Alcatel-Lucent OmniPCX Enterprise Communication Server environments, OmniPCX RECORD is easy to adopt and extremely cost effective.



## GOING BEYOND THE CALL CENTER

Call centers are obvious environments for deploying recording and monitoring solutions. But a vast number of businesses outside the call center domain are doing the same – especially those required to comply with laws and regulations – including financial services organizations, utilities, healthcare providers, educational institutions, hospitality companies and public safety agencies.

# Alcatel-Lucent OmniPCX RECORD Suite

The OmniPCX RECORD Suite is designed specifically for use with the Alcatel-Lucent OmniPCX Enterprise Communication Server platform. Integrating call recording and monitoring functionality directly into the OmniPCX telephony infrastructure, it provides a scalable, modular and affordable productivity toolset at a significantly lower cost than that of most other recording applications – making it ideal for small and medium-sized businesses that need to improve performance and reduce costs.

### A FULLY FEATURED SUITE OF APPLICATIONS

The OmniPCX RECORD Suite enables the recording, monitoring and evaluation of employee-customer interactions through its easy-to-use, Web-based applications.

### MODULAR OFFER

- Record: rich recording facilities of inbound and outbound calls in multiple audio formats (MP3, GSM6.10, WAV)
- Screen Capture: complete user desktop activity capture
- Silent Monitor: remote and discrete monitoring
- Quality Monitor: evaluation of recorded conversations and instant coaching sessions

### ARCHITECTURE

- Call recording in VoIP, digital, analog, SIP and mixed environments
- Non-IP streaming converted to IP with plug-and-play, solid-state Packetizer
- IP attendant recording
- Web-enabled architecture that makes it easy to locate and use recordings
- Multiple language web interface
- Minimal hardware required – Only a single server needed to support a mixed IP/non-IP environment
- Support of multi-node environment
- High availability (warm standby)
- Support of virtualization
- Centralisation of recordings from independent satellite sites to a central server
- Open integrations through the Application Programming Interface (API)

### COMPLIANCE

- Login authentication via Radius server
- Compliance with Thales encryption
- In line with Payment Cards Industry (PCI) requirements for call recording systems

# RECORD

The RECORD module captures inbound and outbound calls from any IP, digital, analog or SIP extension number – including those of remote agents stationed away from your company’s primary location. The application also handles call encryption and can be set up to limit access to authorized personnel only, providing unparalleled security.

## RECORD WEB INTERFACE

- On-demand, retroactive, random and total recording of all conversations
- Embedded playback
- Multiple criteria search menu



# SCREEN CAPTURE

Sometimes audio isn’t all you need. The SCREEN CAPTURE module complements the RECORD module when the complete audiovisual history of a transaction is required – perfect for businesses where employees rely heavily on the Internet or other software to assist the customer.

## SCREEN CAPTURE WEB INTERFACE

- Complete user desktop activity capture
- Embedded video player
- Extended desktop capture

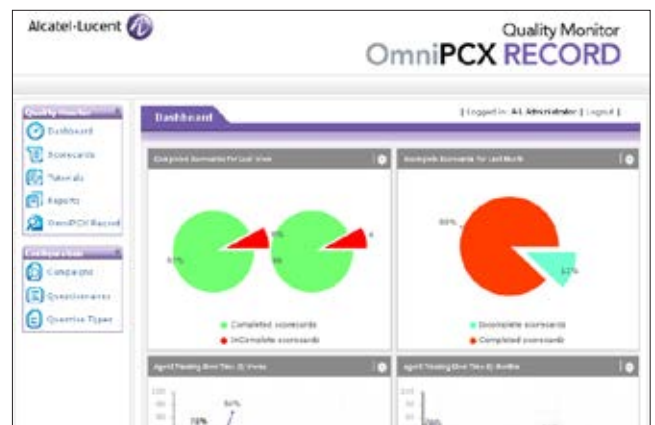


# QUALITY MONITOR

The QUALITY MONITOR module provides exceptional monitoring and review capabilities with its customizable “agent score cards”. Through detailed quality reporting and evaluation of agent performance, QUALITY MONITOR gives your business the tools to improve agent coaching and ensure quality control.

## QUALITY MONITOR WEB INTERFACE

- Customizable score cards
- Reporting on individual or group achievements
- Dashboard providing an overview of performance evolution
- Coaching sessions based on scorecards, with annotations and learning attachments







## INFORMATION AND REQUEST

For more information and customer stories, please visit  
the OmniPCX RECORD web page:  
<http://enterprise.alcatel-lucent.com/?product=OmniPCXRecordSuite&page=overview>  
or send an e-mail to [professional.services@alcatel-lucent.com](mailto:professional.services@alcatel-lucent.com)

“The Alcatel-Lucent OmniPCX RECORD solution has dramatically enhanced our capabilities by enabling greater visibility and control of just how effectively we are communicating among ourselves and with our customers. We look forward to continuing our partnership and pushing the boundaries of what we can achieve together even further”

**CHRISTOPHER CAREW,  
CHIEF OF STAFF, DC WATER**

