InTouch Recorder
Stay compliant. And competitive.

If you take customer calls, recording them is a must. But call-recording solutions are not created equally.

Ubiquity’s scalable web-based solution is easy to use—no plug-ins or software installation—and built to drive performance securely and cost-effectively. With InTouch Recorder, a business necessity becomes a business enabler.

82%
Lower Licensing Costs

Requires Avaya DMCC licensing only, which can reduce licensing costs up to 82% compared with traditional call-recording solutions.

Key Features

Web-based user interface
Intuitive interface works with the most popular browsers without plug-ins or software installation.

Real-time monitoring
Monitors calls in real time to improve agent performance and customer satisfaction. Built-in or customized QA forms within the dashboard make it easy to evaluate agent performance within the same browser.

Simple playback and call filtering
Filters calls using start and end date, agent name, agent login, phone extension, customer phone number and other call information. Built-in audio player allows you to play, pause and resume call.

Downloadable call details and audio
Supports user-friendly reporting: Download call details in CSV format and audio recordings in OGG, WAV or MP3. Anything you see in the portal can be downloaded.

Easy user management
Upload agent details through CSV import. Create users through an email invitation or active directory integration.

Security and compliance
Call recordings are encrypted with AES 256 encryption while web traffic is encrypted with SSL/TLS. Fully compliant with PCI-DSS Level 1, SOC 2 Type II, HIPAA and GDPR.

Specs
Integrates with various telephony setups, such as Avaya AES (DMCC), H.323 & RTP capture through span port and other recording methods such as SIPREC through its modular architecture. Efficient and scalable with load balancing across multiple servers. Compatible with Avaya version 6.3 and later.