

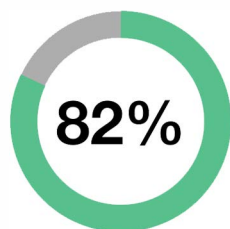


inTouch Recorder

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.



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.