

Aprisa Call Recording

Record. Analyse. Transform



Featuring Speech Analytics



VOICECRUNCH AI

CONVERSATIONAL INTELLIGENCE

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General Information 1

Access to the recordings

Recordings are stored on the Apresa system and accessed through a web browser. Each user is protected by a username and password for the Apresa user interface. Normally, the unit is set up as a recording server, and searching for calls, playing back recordings, and setting up the unit are done via web browser access. However, using the Apresa itself to access the recordings without a LAN connection is also possible.

Search parameters

Recordings can be searched using all known parameters about a call. These can include date, time, duration, dialled numbers, CLID, user ID, extension ID, IP address, call direction, or call notes. Specific combinations of parameters can be saved as quick query functions to make it easier to perform identical searches each time. Optional VoiceCrunch AI speech analytics enables search via keywords and phrases and up to 40 different criteria. *See page 6 for enhanced search.

Audit Trail

The APRESA system keeps a log showing who accesses the recorder and the recordings that have been played back. This function is a valuable tool for verifying that all rules regarding recording and playback are followed, especially in environments where integrity and privacy are to be protected and for regulatory compliance.

Live Call Monitor

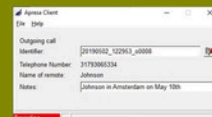
The APRESA system includes a client program for "live" monitoring of the calls. A supervisor can use this to see which calls are active and listen to them while they are in progress.

Client software

Also included is the APRESA Client for Windows. This client allows you to record a screen during a call, manually add notes, add a colour mark, start or stop a recording, tag the call to be stored, or insert a silence in the recording for PCI compliance.

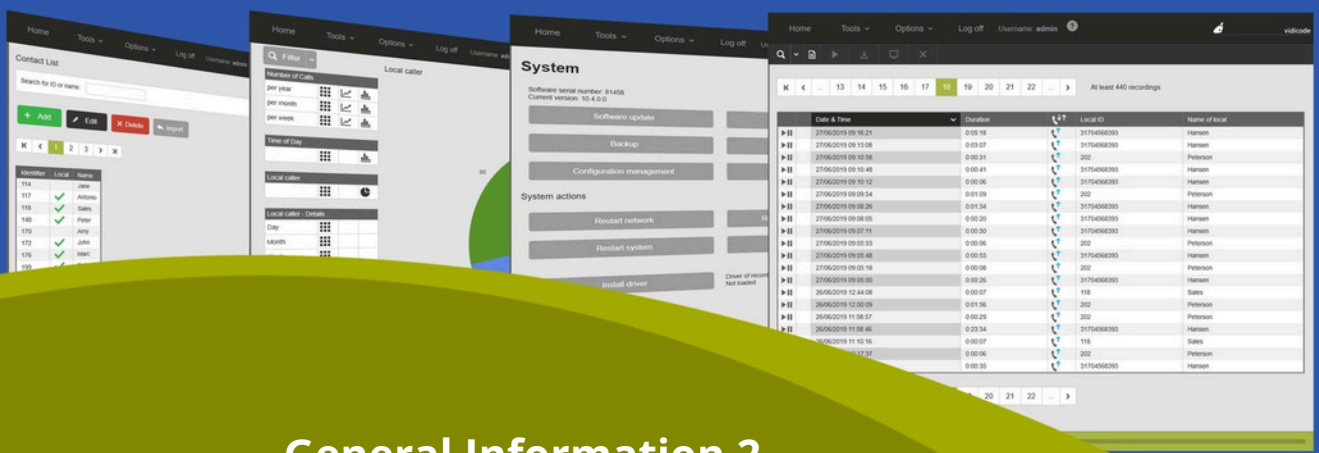
Compatibility

The APRESA is compatible with many VoIP protocols, such as SIP, H323, Siemens HFA, Avaya, AASTRA, Ericsson, UniStim (Nortel), H.248 Megaco, Cisco SCCP (Skinny), Skype for Business Server 2015, and others. It is also compatible with many TDM Digital protocols and cloud-based systems like 3CX, Wildix, Microsoft Teams, Mitel and others.



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General Information 2

Free Integration with other systems (APRESA API)

In many cases (compliance recording, security), using the APRESA as a stand-alone solution is enough. However, the APRESA has the tools to receive commands from third-party software and share the recordings and other important data with CRM or DMS software. This way, start, stop, or silence commands can be initiated from the client's software, and recordings can be automatically linked to the specific dossiers or customers. The APRESA API is available free of charge.



Passive Recording / Active Recording (SIP / VoIP)

In most cases, VoIP traffic is recorded by mirroring the VoIP data traffic to the recorder. But the APRESA can also use Active Recording profile, which works with an automated conference call setup in the PBX system. In this case, the APRESA picks up like the third party in a call and starts recording. Active recording is not necessarily better than passive recording, but it is especially useful when port mirroring is not easy or impossible. Active recording is only available for some supported PBXs.



Mobile Phone Recording

Recording mobile phone calls, SMS and WhatsApp messages is as important as recording landlines, especially where FCA compliance is crucial. The APRESA supports several technologies suited for recording mobile phones including:

*Record & Store, **Record Direct; ***E Sim Recording



Some phone models and operating systems require separate solutions.

Contact us for the possibilities.

Enterprise Recording setup (multiple locations)

If multiple locations and sites are to be recorded, the APRESA will record at each site, but recordings will be transferred into a centralised database/storage for security and easy access and archiving.



Support & Upgrades

The Apresa system is a continuously evolving system. Vidicode's commitment is to add new interesting features and let our existing and new customers benefit from a system that is always up to date. To receive updates, you'll need a Support & Upgrade license. This is applicable as of the second year after purchase. The first year is free. Upgrading and updating the Apresa can be done online or offline using the webinterface.



Standard APRESA Features and Functions

APRESA is a reliable recording system trusted by customers in many locations and industries. APRESA includes critical features needed in most recording applications and many innovative additional features as standard.

Screen recording

This feature simultaneously records the local user's screen activity during the phone conversation. This allows accurate playback of verbal and visual interactions with clients during a conversation. APRESA also records webcam activity in a Microsoft Teams environment.

Key benefits: Adds information to a recorded call, presented visually.



Store on Demand:

This function allows (at any time during the call) "tag" the call to be stored completely. Ideal for situations where both privacy and security issues must be satisfied. Not "tagged" calls will be automatically deleted to protect privacy.

Key benefits: Security and safety without compromising privacy.



Recording on Demand:

This function is ideal when you need to record only a specific part of the call. The agent (or application) can start and stop the recording at any time during the call. Only the part that needs to be recorded will then be saved.

Key benefits: Sales calls, compliance regulations.



Silence on Demand:

This function will allow the user (or the application) to introduce a silence period whilst the recording is running. This is particularly important when exchanging credit card details in a phone call. Because the recording continues, this function does not interfere with statistical information about the duration of calls. APRESA includes various options for the pausing of payment card details.

Key benefits: Compliance needed for credit card payments by phone, privacy issues.

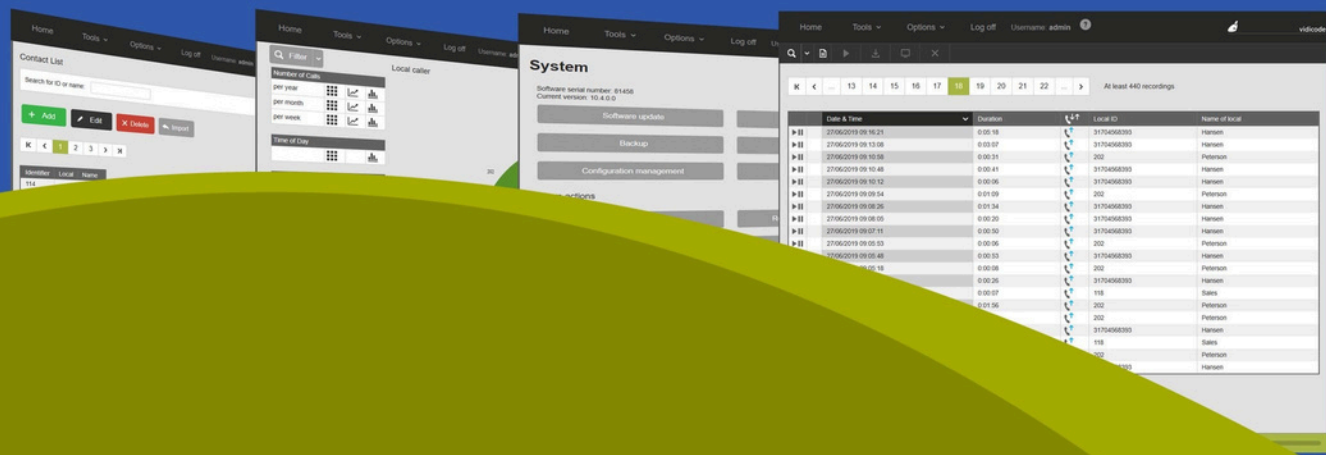


PCI Compliant recording



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Standard APRESA Features and Functions (Continued)

Note editing during or after conversation

During or after a call, the user can type a note, comment, or colour-mark the call for easy identification. This note will be saved together with the call in the APRESA database. These annotations can later be used in the search filter.
Key benefits: Users can add comments while calling.



Definable search filters

Commonly used search filters can be defined and stored to save time when needed. For example, a search filter on agent “John” for only outgoing calls lasting longer than 90 seconds, with the word “success” in the note field, can be saved under a one-click search option. See more about searching on Page 6.
Key benefits: Quick and easy filtering options, consistent search queries for better comparison.



Statistics for analysis

Various graphs are available in the APRESA user interface to present statistical information about the calls. Since this information can also be generated while the filter is used, it is easy to “drill down” to user specific details. The available data can also be exported in a .csv file and imported into Excel or other programs for further analysis.
Key benefits: Creating insight into the business communication with regards to time, costs and workload.



Loud voice detection

The audio level of the recordings can be monitored. When a certain threshold is crossed, a call can be tagged, and a warning can be sent to a supervisor for evaluation. The function is available for Digital TDM and analogue cards. See Page
Key benefits: Saving valuable time by automatically tagging calls.



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Introducing VoiceCrunch AI Speech Analytics

Beyond ordinary speech analytics, VoiceCrunch AI is a dynamic system encompassing word spotting, transcription and translation. When seamlessly integrated with our robust APRESA call recording platform, VoiceCrunch AI revolutionises call retrieval by automating the search process based on criteria you define.

Automatic Transcription

The power of speech analytics extends beyond spoken words. Our automatic transcription converts audio data into text, allowing in-depth analysis and easier retrieval. Transcribed calls facilitate the identification of recurring issues, common queries, and emerging trends, enabling businesses to proactively address concerns and optimise their service offerings. Calls can also be automatically translated.

Key benefits: Cuts time and cost manually translating.



Five essential criteria

- 1. Precise Phrases and Vital Words:** Pinpoint exact phrases and crucial individual words.
- 2. Capturing Sentiment and Emotions:** Uncover Caller Sentiment and Agent Sentiment insights.
- 3. Managing Overtalk:** Identify and quantify Overtalk Incidents and Overtalk Ratios.
- 4. Analysing Talk Style, Tone, and Volume:** Evaluate Talk Volume and Changes in Pitch for nuanced insights.
- 5. Measuring Talk Time and Rate:** Assess Agent Talk Time and identify silences for enhanced understanding.

Key benefits: Quick, easy and time saving pinpointing of key moments.



Customisable

With these five essential group options, a user-friendly drop-down menu opens up an array of over 40 distinct criteria. This empowers you to swiftly locate your desired calls, saving time and cost while bolstering compliance and elevating business performance.

Key benefits: Uncover valuable insights that significantly impact behaviour, compliance and service quality.



Real time alerts

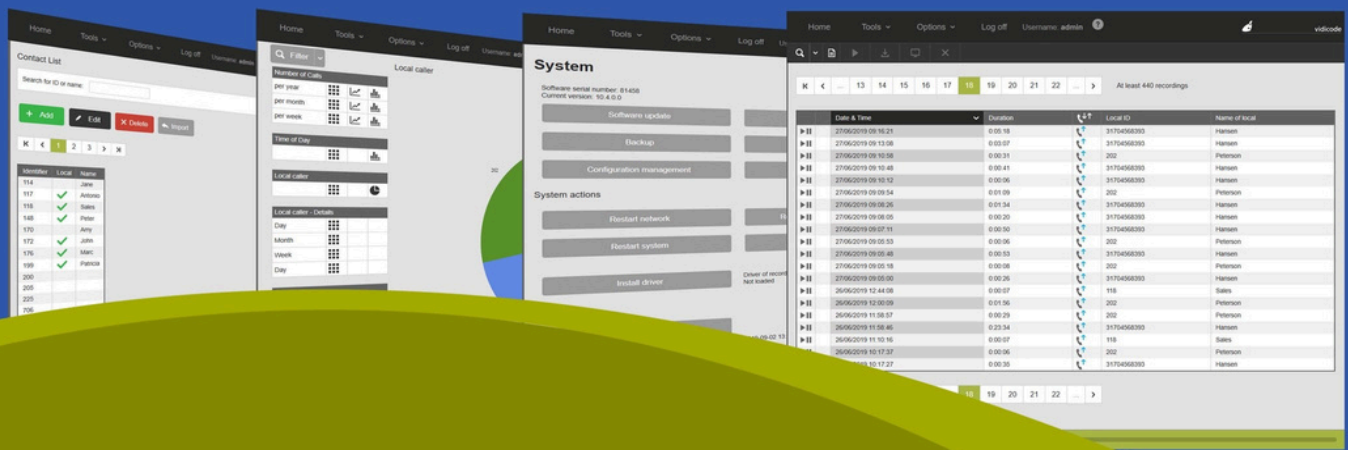
By automating monitoring, identifying relevant keywords and patterns, assigning risk scores to recorded calls, and providing real-time alerts during customer interactions, we help ensure that companies adhere to regulatory guidelines and maintain high standards of conduct in their communications with customers.

Key benefits: Saving valuable time by automatically tagging calls.



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Security and Options

Fingerprinting SHA-2

This safety feature creates a “fingerprint” for each recording. When in doubt, the checksum generated can prove that a recording is the original and has not been tampered with.

Key benefits: Securing recordings for legal purposes.



Encryption

Full disk encryption can be chosen during installation. This will encrypt everything on the hard disk except the boot sector. When using the web interface, consider HTTPS to encrypt the connection between the Apresa and the user. The Apresa also supports the encryption of call content. This encrypts all audio and video content.

Key benefits: Securing recordings against unwanted access and protecting privacy.



Automatic backup to external media

The APRESA can automatically back up the recordings to an external network storage device, thus preventing data loss in case of problems.

Key benefits: Back-up of important data, securing against data loss, compliance.



Automatic system check

Crucial features and hardware of the APRESA are automatically checked, resulting in an alarm e-mail notification to a system administrator and/or (optionally) an audio/visual warning. The Apresa can send alarm messages and other notifications via SNMP.

Key benefits: In case of errors or potential predictive problems, the administrator can take immediate action, preventing or minimising downtime.



Agent Evaluation/ Call Scoring:

This is an optional feature you can purchase separately. The evaluation software in the APRESA allows the users to create custom-made score sheets in the system and evaluate calls by agents and projects. View reports per agent or project.

Key benefit: Quality monitoring and improvement tool for Call Centre supervisors.



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Standard System, Compact-Line or Software only

The APRESA system can be supplied in three variants

1. APRESA Standard Server: Vidicode supplied server system pre-installed with all needed hardware.

The Standard Server solution can be fitted with multiple extra options, such as RAID10, Dual redundant power supply, swappable back-up HDD, and alarm switch for external audio or visual alarms. This standard unit can handle a mix of all inputs possible on an APRESA system.



2. APRESA Compact-Line: Vidicode supplied small form factor server with all needed hardware.

The Compact-Line is a perfect APRESA solution for smaller applications up to 10 VoIP or 8 TDM digital or 8 analogue lines. It is supplied as a ready-to-go complete system and can be set up in minutes.

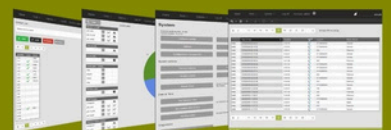
The Compact-Line Apresa does not include screen recording.



3. APRESA Software-only: Base software and licenses and (if needed) recording cards are supplied by Vidicode for local installation.

The Software-only solution allows you to install the APRESA recorder on a virtual machine or preferred locally sourced hardware. However, when recording cards are needed in the system for recording TDM digital, E1/T1, or Analog, the cards can be shipped, and the software can be downloaded.

Installing the software on the desired system is straightforward and includes the Linux OS.



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