

The Smart Solution for Government

Voice and data recording for organizations
that provide public services



RED BOX
RECORDERS



Introducing flexible and affordable recording from Red Box

As demand for government accountability grows, public sector organizations are under increasing scrutiny and pressure to deliver outstanding services. But with budgets constantly being squeezed, this can be a huge challenge.

By recording voice communications and data, Quantify Recording Suite from Red Box helps government and public sector organizations to identify ways to improve operational performance. It's a comprehensive and cost effective solution for monitoring trends, identifying and addressing the training needs of employees, and complying with legislation and call handling standards.

Technology to be trusted

Highly connective.
Feature-rich. Secure. Resilient.
Just four reasons why
Quantify is chosen by public
sector organizations around
the world to capture
communications.

Why your organization needs to record

Recording communications helps to improve the operational performance of your organization by:

- Offering valuable insight into what the public thinks about your department or service, allowing you to increase satisfaction and deliver against objectives.
- Providing an overview of public interactions and trends to aid decision-making.
- Helping to identify ways to reduce average call handling time and improve first call resolution (FCR).
- Allowing swift investigation of complaints for dispute resolution.
- Enabling identification of training and coaching needs to improve employee skills, confidence and reduce churn.

For all your recording needs

Quantify Recording Suite, Red Box's comprehensive voice and data recording solution, is designed for public sector contact centers. It offers the functionality your organization needs to:



Search for and replay recordings

The ability to quickly replay incoming, outgoing and internal calls is a key feature for contact centers that want swift access to information. With Quantify Search and Replay it's easy to perform custom audio searches based on data fields such as date, caller name and number. And when you've identified a recording that you want to replay, listen to it using Quantify's built-in Media Player.



Optimize your workforce

Workforce Optimization (WFO) can improve the performance and engagement of your workforce. Red Box's solution for WFO includes Quantify QM, AudioSearch, Live Acquire and Screen Data Capture to offer a complete monitoring and training package.

Red Box WFO allows contact center managers and team leaders to monitor live calls to provide 'real-time' coaching, automatically sample and select recordings for assessment, and create custom scoring forms. Daily, weekly and monthly reports track agent and evaluator performance, with coaching tips easily sharable.



Reconstruct events

Contact centers require an easy-to-use solution to help resolve customer disputes and conduct internal investigations but gathering evidence if it involves reviewing lots of recordings can be time consuming.

Quantify Event Reconstruct allows incidents to be quickly pieced together from recordings across multiple sources. It lets you create a visual timeline of events and replay all recordings sequentially or concurrently. When important calls need to be retained, Quantify CallSafe enables recordings to be placed into secure storage where they are exempt from a standard retention cycle and held indefinitely.



Achieve PCI compliance

For contact centers that record communications but handle card payments, compliance with PCI DSS security standards is vital. PCI regulations do not permit storage of sensitive authentication data such as CAV2/CVC2/CVV2/CID information and failure to comply could result in a large fine.

Red Box's solution for PCI compliance works by suppressing audio from voice and screen recordings and can be triggered automatically, by the opening of a payment application program, or manually by button, keyboard sequence or softkey on an XML enabled Cisco® IP phone.

Introducing Quantify

Quantify Recording Suite is designed to capture, store, replay and analyse voice and data across your organization.

This comprehensive solution is:

Highly
connective

Quantify can record mixed communication types such as TDM, IP, VoIP, SIP, H323 and analog channels, and is compatible with telephony systems from major technology vendors including Mitel®, Cisco® and Avaya®.

Secure and
resilient

Unique frame-based technology ensures highly efficient and secure preservation of data, which is authenticated and admissible as evidence in a court of law. Built-in monitoring and alerting plus optional implementation of Secondary recorders for automated failover supports the highest levels of resilience in the event of hardware failure.

Feature
rich

Individually licensable applications extend Quantify's core search and replay functionality to allow you to monitor and listen to calls as they happen, perform agent quality monitoring and assessment, conduct advanced phonetic audio search and suppress calls for PCI DSS compliance.

Flexible

For flexibility, Quantify supports on-premise and virtual deployment models. It is designed to grow with your contact center so is easily scalable and responsive to technology changes.

Easy to use

Quantify's browser-based interface is secure, intuitive and requires minimal operator training.

Key Features at a Glance

- Turnkey, software only, virtual deployment options
- Wide connectivity with telephony systems
- Supports up to 1000 concurrent channels of mixed telephony per server deployment
- Compatible with cloud-based inception services for cell phone recording
- Unique frame-based recording technology for efficient and secure storage of data
- Optional deployment of Secondary recorders for resilience
- SAN/NAS archiving option
- Flexible API for integration with well-known CRM systems
- Quantify applications for workforce optimization and event reconstruction
- Call and screen suppression for PCI DSS compliance
- Easy-to-use and secure browser-based interface
- Roving licensing option for recording flexibility
- Sold and supported by Red Box and over 300 partners worldwide

Flexible Deployment Options

Quantify supports a variety of installation options. Choose the most appropriate for your organization.

Option	Pre-built Red Box Recorder	Existing customer server	Virtual
Offered	✓	✓	✓
Information	A range of options is available, from servers suitable for SMEs to enterprise-scale environments	Works with a range of servers subject to meeting Red Box's minimum system specification	Supports VMware®, and Hyper-V™

Integrated Applications

By choosing Quantify Recording Suite, rest assured that you're purchasing a highly secure and easy to use solution for recording and replaying phone calls. But we haven't stopped there, developing a range of additional feature-rich applications to further enhance the value of voice and data recording.

Extend the core search and replay functionality of your recording system. Introduce workforce optimization and achieve PCI compliance with the following Quantify applications:



Quantify Live Acquire

Listen to calls as they happen for analysis and to enable contact center managers and supervisors to provide agents with 'real-time' coaching and assistance.



Quantify AudioSearch

Quickly and accurately search large volumes of spoken audio content for investigation, dispute resolution, call & transaction validation, and compliance checking.



Quantify QM™

Monitor calls to identify trends and agent training needs. Plus automatically sample calls for assessment and create customized scoring forms based on set evaluation criteria.



Quantify Screen Data Capture

Capture the activity of computer screens across your contact center for quality monitoring, agent performance evaluation and assessment of training needs.



Quantify PCI Suppression

Comply with PCI DSS security standards through automatic or manual suppression of card payment details from audio and screen recordings.

Quickly compile evidence for disclosure and monitor performance of your recording system with:



Quantify Event Reconstruct

Quickly reconstruct events from multiple sources to compile evidence for disclosure and compliance. Build a visual timeline of events and replay recordings concurrently.



Quantify CallSafe

Lock down important calls to exceed the requirements of a standard retention policy by placing them into network storage, where they are held indefinitely.



Quantify Call Management

Intelligently track telephony channels to reduce operational costs, improve employee productivity, monitor network activity, report usage trends and statistics, and optimize network resources.



Quantify IQ

Choose from a range of customizable widgets to view a snapshot of local and remote recorder activity, allowing you to monitor performance and spot unusual behaviour.

**'Choose the
Quantify
functionality
that's right
for you'**

We're in great company

We believe in an open approach to shaping new thinking and solutions. So credit where it's due – to the world's leading IT and telephony vendors. We have been working alongside them to integrate our software with their solutions. For you, that means it's now even easier to choose with confidence a complete technology solution from your chosen provider complete with Red Box recording software.

Aastra

Alcatel-Lucent 

Avaya

DevConnect
TECHNOLOGY PARTNER

Aspect

Broadsoft
Innovation calling.

BT 

Cassidian

Cisco
Compatible

Cisco
Developer
Solution

EMC²

Lync

Motorola

Tetra System
Application
Partner
MAKING SOLUTIONS WORK FOR YOU

ShoreTel
Innovation Network

Speakerbus
Technology
Certified
iSeries

Mitel
MSA GOLD
PREFERRED

What our customers say about us

"Red Box Recorders has delivered a high quality and affordable call recording system that provides the necessary flexibility, simplicity and scalability to meet our precise operational needs. In particular, the PCI Suppression has helped the Council comply with PCI DSS in a simple and effective manner."

Lyn Harris
Perth and Kinross Council

"The voice recording solution from Red Box is a proven solution that integrates effectively with our IP telephony system to meet our precise business and operational needs. As a result, it will help us enhance our training, dispute resolution, user experience and quality assurance moving forward."

Karen McSweeney
NHS Greater Glasgow and Clyde



Discover the Smart Recording Choice

To find out more about how Red Box Recorders' leading technology
can benefit your organization, visit our website

redboxrecorders.com

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