

EnsemblePro Feature, Function, Benefit Guide

CALL RECORDING

A QUALITY MANAGEMENT SOLUTION THAT ALLOWS INTERACTIONS TO BE STORED, EVALUATED AND ANALYZED.

This document is meant to serve as a technical guide for those users looking to identify the product features, understand their function and have the associated benefit defined.



Features	Function	Benefit
Recording	A quality management solution that allows interactions to be stored, evaluated and analyzed.	Meets regulatory compliance for various industries. Gives contact center managers the ability to resolve or dispute a customer interaction, evaluate and train agents, confirm agreements and protect against errors.
Voice Recording	The voice interaction between the agent and customer can be recorded by the EnsemblePro™ system.	Meets regulatory compliance for various industries. Gives contact center managers the ability to resolve or dispute a customer interaction, evaluate and train agents, and confirm agreements and protect against errors.
Recording On Demand	Agents can initiate the recording at any time during the interaction with the customer.	Agents can use stored information for completing additional work, dispute resolution or as confirmation of the call specifics.
Chat Recording	The online text interaction between the agent and the customer can be automatically recorded.	Gives contact center managers the ability to evaluate and train the agents who are online assisting customers. Can also be used for compliance and dispute resolution.
Web Collaboration Recording	The sequence of pages navigated by the agent and customer during the collaboration session can be automatically recorded along with the text chat.	Gives contact center managers the ability to view the pages navigated by the agent and customer during the recorded chat and collaboration session. This information can be used for training, compliance and/or dispute resolution.
Agent Initiated Chat & Collaboration Recording	The chat & collaboration recording can be initiated on-demand by the agent at any time during the online interaction.	Agents can use stored information for completing additional work, dispute resolution or as confirmation of the interaction specifics.
Supervisor Initiated Chat & Collaboration Recording	A supervisor monitoring the agent and customer online interaction can initiate recording of the chat & collaboration session.	Gives contact center managers the ability to evaluate and train agents.
Automatic Recording of all Chat & Collaboration Sessions	Supervisors can provision the system to automatically record all the chat & collaboration sessions for a specific service.	Allows companies to automatically record all online interactions for training, compliance, or dispute resolution.
Automatic Recording of X number of Chat & Collaboration Sessions	Supervisors can specify that a certain number of chat & collaboration sessions should be automatically recorded.	Gives contact center managers the ability to automatically record a random sample of the chat and collaboration sessions for review.
Automatic Recording % of Chat & Collaboration Sessions	Supervisors can specify a percentage of the chat & collaboration sessions that they want to be recorded automatically.	Gives contact center managers the ability to automatically record a random sample of the chat and collaboration sessions for review.

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Automatic Recording of Chat & Collaboration Sessions exceeding X seconds	Supervisors can specify that only chat & collaboration sessions that exceed a set duration be automatically recorded.	Gives contact center managers the ability to evaluate and train agents. Gives the flexibility to not have to record every session. Provides a record of interactions that may be deemed problematic based on length of session.
Chat & Collaboration Playback	Agents and supervisors can playback the chat & collaboration interaction recordings. During the playback, the text interaction and the series of pages browsed will be displayed.	Gives contact center managers the ability to evaluate and train agents.
Recording Storage Management	Supervisors and administrators can manage their database of recordings using a Recording Management application to control where recordings are stored, backup storage locations, and recording archival.	Allows for ease of management and access to recorded calls and Web sessions.
Recording Classification	Each recording can be designated with a classification to indicate the purpose and outcome of the recorded call.	Better organize and store recordings based on dispositions.
Recording Comments	Agents and Supervisors can add comments to recordings, which are visible within the Recording Manager.	Provides for more robust data capturing by having the ability to add comments. Aids in dispute resolution.
Recording Call Data Objects Capture	The data associated with the call, mapped within the 20 Call Data Definition fields, is stored with each recording.	Stores key information about the customer with each recording. Allows for more rapid recording retrieval.
Recording Playback – Pause	Agents and Supervisors can pause recordings being played back.	Gives managers greater control of the recording as they are reviewing it.
Recording Playback – Fast Forward	Agents and Supervisors can fast forward recordings being played back.	Gives managers greater control of the recording as they are reviewing it.
Recording Playback – Rewind	Agents and Supervisors can rewind recordings being played back.	Gives managers greater control of the recording as they are reviewing it.
Recording Search by Date Range	Supervisors and Administrators can search for specific recordings by selecting a range of dates.	Allows a supervisor to retrieve recordings made on a specific date or within a date range.
Recording Search by Phone Number	Supervisors and Administrators can search for specific recordings by selecting the phone number associated with the call.	Allows a supervisor to retrieve recordings made of a specific phone number.
Recording Search by Service	Supervisors and Administrators can search for specific recordings by selecting the Service in which the call was handled.	Allows a supervisor to retrieve recording made for a specific service or campaign.
Recording Search by Agent	Supervisors and Administrators can query the system for specific agent recordings.	Allows a supervisor to retrieve recordings made by an individual agent.
Recording Search by Classification	Supervisors and Administrators can search for specific recordings based on the recording classification.	Allows a supervisor to retrieve recordings based on the call classification (sale, closed ticket etc.).

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Recording Search by Track ID	Supervisors and Administrators can search for specific recordings by entering the Track ID associated with the recording.	Allows a supervisor to retrieve a specific recording based on the Track ID.
Recording Search by Media Sequence	Supervisors and Administrators can search for specific recordings based on the media sequence.	Allows a supervisor to retrieve a specific recording based on the media sequence.
Recording Search by Recorder	Supervisors and Administrators can search for specific recordings by entering the name of the person who initiated the recording.	Allows a supervisor to retrieve the recordings made by a specific reviewer.
Recording Export	Recording files can be exported for distribution outside of the system.	Efficient way of sharing data with other managers or agents.
Recording Archival	Recordings can be moved to an archive location to free up space on the primary recording storage destination.	Efficiently manage servers or digital media storage.
Recording Delete	Individual recordings can be deleted to clean up the archive.	Efficiently manage servers or digital media storage.
Recording Restoration	Recordings can be restored back on the primary destination from the archive location for quicker access.	Efficiently manage servers or digital media storage.
Recording List Filtering/Sorting	The list of recordings visible within the Unified Message Viewer for the agent or the Recording Manager for the supervisor can be sorted.	Allows for more rapid retrieval of recordings for review.

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