



Voice and data recording
Red Box makes it easier than you imagine

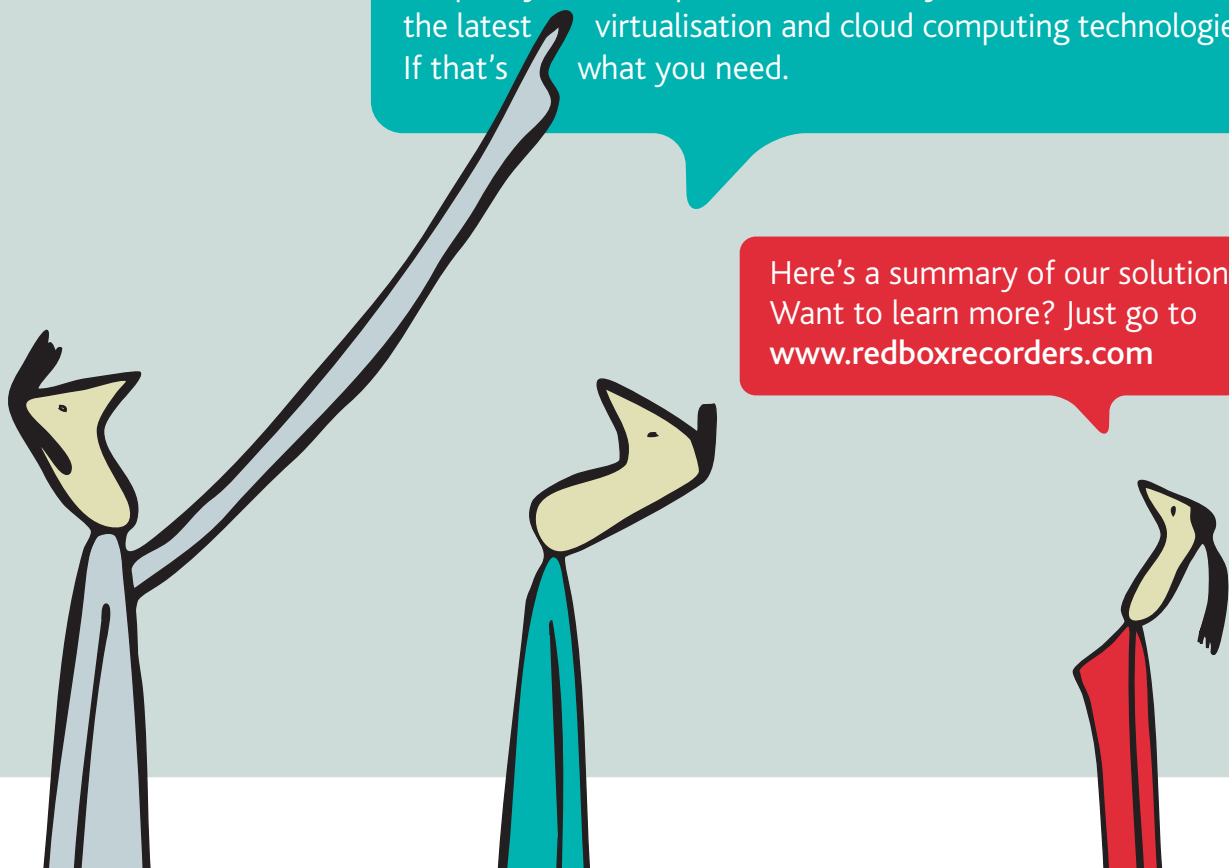


If you're reading this, there's a good chance your organisation has to record phone calls, radio conversations or other kinds of electronic communication. And the more complex your organisation, the more sophisticated your recording system has to be. No, not if you choose Red Box Recorders.

We make everything breathtakingly simple. From a suite of integrated software modules that let you handle whatever you need with total ease and minimal training. To licensing, maintenance and support that sweep away unnecessary difficulty to keep costs low.

Make no mistake, though: Red Box recording is fearsomely advanced. It integrates fully with systems from world-leading telephony and VoIP providers and lets you make the most of the latest virtualisation and cloud computing technologies. If that's what you need.

Here's a summary of our solution. Want to learn more? Just go to www.redboxrecorders.com





Basic recording with search and replay



Everything's in one simple interface with Quantify Recording Suite

Quantify Recording Suite

The latest version of the Red Box Quantify Recording Suite gives you access to a complete set of voice call recording applications. All Red Box audio recording software is just that: software-only. You don't need additional hardware, it's easy to add features as you require them and the applications scale effortlessly with business growth.

Connectivity is built in: Quantify Recording Suite offers full audio and data integration with leading switches, so you can find the calls you need.

Easy yet powerful

Quantify Recording Suite's intuitive web-based interface lets you do so much from the start. It's designed around your workflow and never dictates how you should work.

Integral to Quantify Recording Suite is simultaneous search and replay. Authorised users can add notes or tags to any call in the voice recorder database, which can be used later as search and replay criteria.

Quantify Recording Suite also enables you to combine all calls for each user from different devices: for example, a police officer may have a phone and radio; financial dealers may use landlines, mobile phones, Hoot 'n' Holler and dealerboards. With Quantify Recording Suite, you can replay them simultaneously.

A window into your organisation

Quantify Recording Suite incorporates a visual timeline that lets you see what's happening inside your voice recording system. This can be vital when you need to piece together events for investigation; it can be enhanced further with **Quantify Event Reconstruct**.

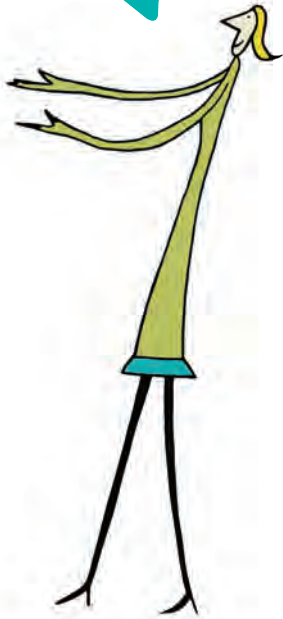
Live monitoring

Using Quantify Recording Suite's Live Acquire, supervisors or team leaders can select any agent or extension and monitor calls in progress or via instant replay through a headset or remote device.

Audio analytics and quality management

By extending its capabilities, Quantify Recording Suite makes things simpler and more efficient. It allows you to carry out automated analysis of calls with **Quantify AudioSearch** voice analytics. There is now an option to embed AudioSearch in the search tool, allowing you to search spoken words as well as call data. This provides powerful and intelligent results, particularly when used with our **Quantify QM™** quality monitoring application for scheduling calls that need evaluation.

Now, what else do you want to do?



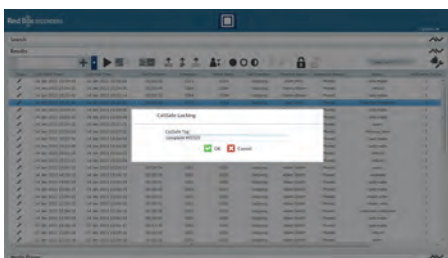
Compliance



Quantify PCI Suppression makes sure sensitive data is never recorded



Quantify Mobile Recording Suite – really easy for everyone



Lock calls with one click using Quantify CallSafe

Quantify PCI Suppression

PCI DSS (Payment Card Industry Data Security Standard) compliance means that you have to 'NOT RECORD' payment details. Quantify provides many 'out of the box' options to let you decide how compliance works for your organisation and implement this cost-effectively.

Compliance recording through silence

Red Box Quantify PCI Suppression lets you make authenticated voice records with suppressed audio (silence) automatically to achieve data security compliance: the software triggers suppression when an agent opens a card-payment application to 'prevent' the capture of sensitive information that's spoken or visible on the payment card application.

This option automatically blanks the audio and any screen recording during payment process and automatically resumes when complete. It's secure recording at its simplest.

There are options to initiate suppression manually, too, and Red Box can provide all the PCI guidance you need.

Quantify Mobile Recording Suite

UK financial services organisations must comply with market regulations for 'electronic' communications recording*. This means that mobile phones and text messaging must come into data recording and retention policies.

Developed by our own software engineers, Red Box's Quantify Mobile Recording Suite is a simple way to achieve stringent compliance recording requirements without hardware or hassle.

Highly capable

Quantify Mobile Recording Suite will get you up and running quickly. It works with your BlackBerry® or Android™ mobile service as an on-premise or hosted recording system. Users make or receive calls in the usual way, with almost no

change in their experience of the mobile handset. If you use a Windows® smartphone, the same solution will work for you, too.

The application is extremely flexible: it integrates with the Red Box **Quantify Recording Suite** and offers full security and support for disaster recovery.

Lower cost

Quantify Mobile Recording Suite is around half the cost of other alternatives because it treats mobile recording exactly the same as fixed-line recording. That means you pay less per user. There's no additional hardware or complex licensing – one licence per user covers everything.

*Since November 2011

Quantify CallSafe

Red Box Quantify CallSafe allows you to keep calls for investigation, compliance or legal disclosure – indefinitely if necessary.

It can be used across a range of sectors, but specifically provides 'litigation hold' in financial trading.

Locks the original call

With a single click of a 'padlock' icon, Quantify CallSafe puts the call, or set of calls, into secure network storage. While in litigation hold, the call can't be altered or overwritten, but can easily be referenced with a note or incident number.

There's no effect on other calls; these stay compliant with your usual retention requirements, such as data protection.

Works with other Quantify applications

Quantify Event Reconstruct is an ideal complement to Quantify CallSafe in investigating incidents and compiling evidence.

In addition, **Quantify AudioSearch** confirms 'who said what' for quick dispute resolution.



Quality & performance



You'll get measurable results with Quantify QM™

Quantify QM™

Red Box Quantify QM™ will help you improve quality in your contact centre. It's the perfect quality monitoring and evaluation package that enables you to perform everything from agent evaluation and assessment to training and coaching. And the results? With Quantify QM™, you'll deliver measurable enhancements in vital areas such as call handling time and first call resolution.

So simple to use

Quantify QM™ is very easy to get to grips with. It's designed for supervisors and managers without specific IT training, and requires no specialist knowledge.

Yet the application, which integrates with [Quantify Recording Suite](#), offers:

- Live monitoring
- Synchronised voice and screen recording
- Automated scheduling of calls based on pre-defined search criteria for evaluation by team leaders
- Customised scoring forms based on your evaluation criteria
- Flexible reports

It also links to PCI suppression for compliance and allows supervisors to distribute coaching tips with best-practice examples.

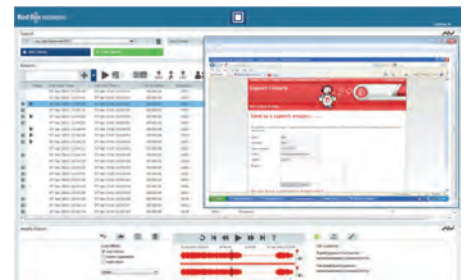
Contact centre professionals want to spend time managing their agents, not their quality management system. Quantify QM™ lets them do just that.

Smaller contact centre? Go Lite

Quantify QM™ Lite gives the same advantages, but is based on a single server.

Quantify Screen Data Capture

Red Box Quantify Screen Data Capture delivers simple screen recording across your network. As a straightforward desktop recording application, it's ideal equally for contact centres and back offices, and can record hundreds of PCs at a time.



Screen recording is clear and crisp with Quantify Screen Data Capture

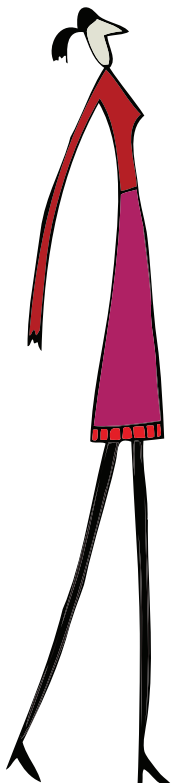
Vital for compliance

If your business has to meet regulatory compliance requirements such as those of PCI DSS through transaction recording, Quantify Screen Data Capture provides a welcome answer: supervisors can review the exact sequence of events on any PC with synchronised audio and screen replay.

Improves training and quality

With such easy screen recording, supervisors can also carry out agent performance evaluation and check for service quality assurance – there's no evidence of recording on individuals' workstations, and everything is encrypted.

You can go further still. The application can be used independently or with a quality management package like [Quantify QM™](#).



Audio analytics

Quantify AudioSearch

Search voice content quickly and accurately across audio or video media at far lower cost than traditional audio analytics.

Quantify AudioSearch is invaluable in investigations, dispute resolution and validating transactions or call information, especially as embedded analytics in call searching is now a licensable option.

It provides intelligent search of both speech and call data, with filters across a wide range of criteria that can help with compliance checks: for example, you may need to verify how your agents greet customers or whether your company name is mentioned early in the call.

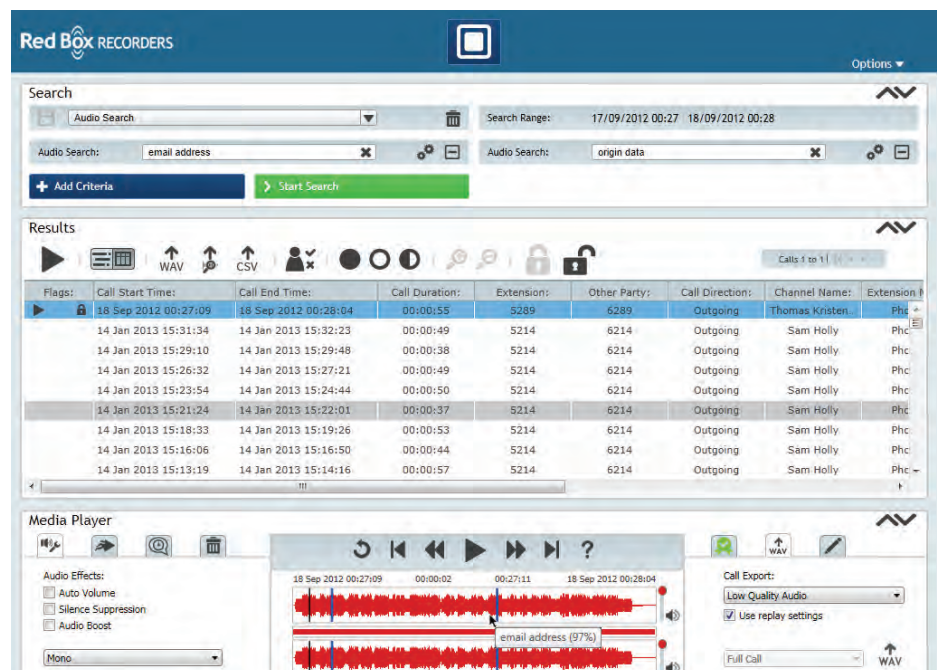
Quantify AudioSearch will search large numbers of calls; the same search criteria can be applied to our **Quantify QM™** scheduler, allowing you to provide team leaders with the required call selections for evaluation.

Advanced voice analytics technology

Quantify AudioSearch uses remarkably adaptable phonetic indexing, so it automatically returns precise results regardless of audio quality, speaker accent, dialect, slang or non-standard grammar.

Fast and flexible

Quantify AudioSearch is ideal for the emergency services, particularly the police, where it rapidly helps collate and distribute evidence for court case files. As it supports multiple languages and specialised industry terms, it's also highly suitable in financial trading floors.



The screenshot displays the Red Box RECORDERS software interface. At the top, there's a search bar with 'Audio Search' selected and search criteria set to 'email address'. Below this is a table of search results with columns for Flags, Call Start Time, Call End Time, Call Duration, Extension, Other Party, Call Direction, Channel Name, and Extension. The results show several calls from January 2013. At the bottom, a media player is visible, showing a waveform and a search result for 'email address (97%)' with a corresponding audio clip.

Flags	Call Start Time	Call End Time	Call Duration	Extension	Other Party	Call Direction	Channel Name	Extension
	14 Jan 2013 15:31:34	14 Jan 2013 15:32:23	00:00:49	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:29:10	14 Jan 2013 15:29:48	00:00:38	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:26:32	14 Jan 2013 15:27:21	00:00:49	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:23:54	14 Jan 2013 15:24:44	00:00:50	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:21:24	14 Jan 2013 15:22:01	00:00:37	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:18:33	14 Jan 2013 15:19:26	00:00:53	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:16:06	14 Jan 2013 15:16:50	00:00:44	5214	6214	Outgoing	Sam Holly	Phc
	14 Jan 2013 15:13:19	14 Jan 2013 15:14:16	00:00:57	5214	6214	Outgoing	Sam Holly	Phc

Quantify AudioSearch – all the audio analytics you need



Call management

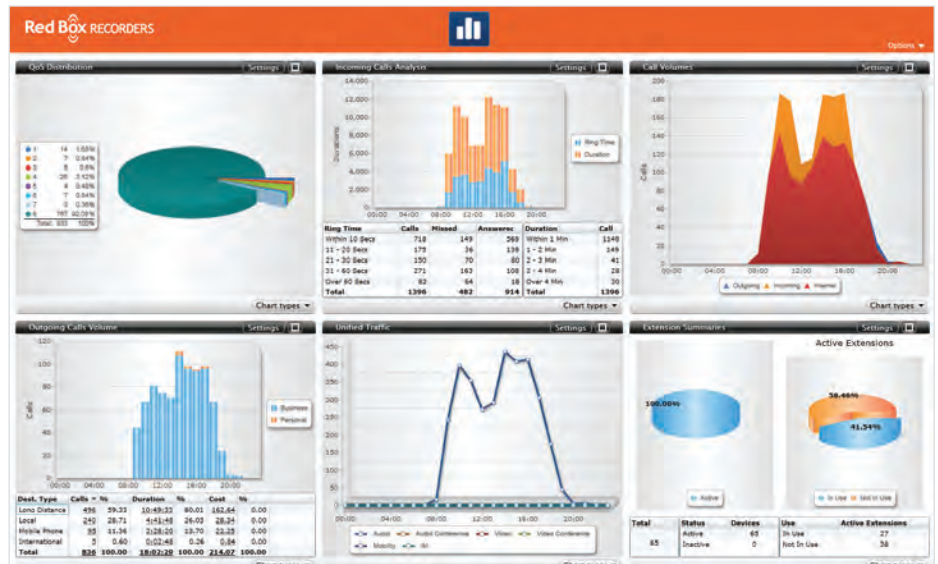
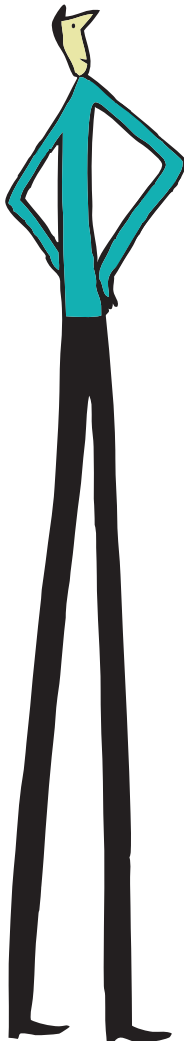
Quantify Call Management

With Quantify Call Management, businesses can reduce communication and call billing costs by up to 30%. It helps improve employee productivity by identifying non-business outgoing calls and detects network abuse or fraud – all unnecessary costs.

The perfect call accounting tool

Quantify Call Management gives web-based 'dashboard' views of activity from all your call systems in near real-time, together with flexible reports and data visualisation. Better still, the software monitors VoIP quality of service (QoS) to ensure you receive good call quality from your network provider.

So you won't just benefit from effective call logging; you'll optimise resources and control your budgets more easily.



Quantify Call Management software produces fast, accurate reports





Incident investigation

Quantify Event Reconstruct

Red Box Quantify Event Reconstruct makes it simpler to gather evidence and investigate incidents for compliance or disclosure, especially when used in conjunction with the fast search and retrieval of [Quantify AudioSearch](#).

It enables you to reconstruct single events from multiple sources such as audio files, CCTV, PC screen recording and SMS. The application allows you to manage large volumes of recordings using a visual timeline and synchronise up to 50 outputs at once.



Designed for rapid results

With Quantify Event Reconstruct you can start collecting evidence very quickly; it needs minimal training and is optimised for touchscreen applications. There's a workspace area with simple 'click and drag' – allowing you to sort and select from potentially thousands of recording files, and add notes or comments.

It's also ideal for investigation teams: a group of users can work on the same case and consolidate files into a secure, shared workspace for output to other evidential systems. All calls are authenticated and so are court-admissible.

Whether you're a compliance or disclosure officer, Quantify Event Reconstruct will make your life easier.

Quantify Event Reconstruct lets you sort and select multimedia recordings



About Red Box Recorders

Red Box brings simplicity to digital recording. Our Quantify solutions are easy to specify, install and manage. We focus on voice and data capture with flexible solutions that cover everything from event logging, playback and retrieval, to storage, quality management and analytics.

Latest Red Box multi-function products incorporate smart, reliable and cost-effective technologies, including web-based interfaces designed for ease of use and access to replay, configuration and maintenance.

Red Box has over 20 years' experience in more than 120 countries and the industry's most capable development team. We provide the full range of professional services that businesses need, as well as expert advice and guidance for specific areas such as the public sector, contact centres, financial markets and the emergency services.

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