Autonomy Qfiniti Observe

Overview

Autonomy Qfiniti’s recording module, Observe, delivers a reliable recording solution that incorporates the advanced tools needed in today’s global, multi and single site contact centers. Through a single platform, Observe can record all calls for compliance management, or selectively capture voice and desktop activity for quality assurance. Innovative built-in coaching features work with the Autonomy Qfiniti agent evaluation, customer survey, speech analytics, and customer interaction assistance tools to ensure that your business delivers true quality performance.

Observe gives you the flexibility to deploy the recording option that fits your business needs. It can be deployed to satisfy diverse business requirements while supporting compliance, risk management, and quality assurance programs around the globe. Observe’s scalable, flexible, open architecture platform ensures that it can grow with your business, from 50 to more than 50,000 seats.

Key Business Benefits

- Offers the industry’s first integrated station-side, trunk-side, and selective recording technology managed from a single platform
- Provides secure and reliable total call recording, storage, and playback, enabling compliance with data security standards
- Supports call acquisition in traditional telephony, IP, or hybrid TDM/IP environments
- Incorporates advanced call mining functionality to easily find recordings across the enterprise for legal or business intelligence purposes
- Satisfies compliance and risk management requirements across financial, healthcare, insurance, legal, government, and telemarketing industries
- Supports quality assurance initiatives by providing the ability to use logged calls for agent monitoring, evaluation, and coaching

Enterprise Recording

Observe offers flexible deployment configurations for logging or selective recording situations, thus reducing support costs and simplifying monitoring management.

- **Trunk-Side Logging** is available to capture a call from the customer’s perspective. In this approach, recording taps are connected directly to the trunk lines leading to the switch
- **Station-Side Logging** can be used when an organization prefers to capture a call from the agent’s point of view. In this approach, recording taps are attached to the extension lines from the switch
- **Selective Recording** through service observation offers random or event-based recording for quality purposes
- **On-Demand Recording** can also be used for verification, contingency, or coaching
- **Screen Recording** allows for playback and control of the user’s desktop and is synchronized with related call recordings for simultaneous playback
- **VoIP Recording** is compatible with all major switch manufacturers

Secure Storage and Playback

Observe captures and securely stores every interaction, ensuring your organization can safely manage all its recorded data. These security features help organizations comply with mandatory security regulations such as the Payment Card Industry Data Security Standards (PCI-DSS), HIPAA, and compliance deletion standards. Observe’s secure playback options include an intuitive media-based player, desktop, and remote playback web interface.

Observe offers:

- **Encryption** – ensures secure storage and transmission of recordings
- **User roles and permissions** – grants or restricts user access to recordings
- **Voice and screen masking and muting** – blocks sensitive portions of recordings from unauthorized users
- **Audit trails** – provide documentation on system access and playback activity
- **Archiving and aging** – ensures old recordings are stored externally or deleted from the database after a predetermined time period
Pinpointing the Right Call

For organizations that route customer calls across the globe, recording retrieval can be complicated and time consuming, requiring searches within numerous archives and servers. The Autonomy Qfiniti platform streamlines the process by providing a single interface and search tool to uncover recordings regardless of where they occurred.

Using CTI data from the switch or CRM data attached through the Autonomy Interaction Control Element (ICE), users can easily search for recordings based on customer data such as account numbers, social security numbers, and more.

With the addition of Autonomy Explore, every recorded voice transaction, as well as every element within those recordings, is easily searchable and delivers unprecedented relevancy and speed.

Enterprise Management

Qfiniti is easy to manage, whether you operate a single 25-seat call center or multiple contact centers with thousands of agents deployed across the globe.

- A single console to monitor the status of servers, recording, and alarms
- Centralized alarm monitoring continuously polls applications for critical activity conditions, such as disk space, port failures, or connectivity problems
- Automatic notification of issues delivered to system administrators through an alarm console, email, or SNMP Traps

Efficient Storage

To optimize disk storage space, Observe offers a variety of audio data compression options. Observe supports as many as 512 ports per server. Screen recordings are highly compressed, and archiving can be custom configured for SANs and other off-the-shelf storage media.

VoIP Connectivity

Observe features Voice over IP (VoIP) recording to major telephony providers, including Cisco, Nortel, Avaya, Genesys SIP, and Altitude vBox. Qfiniti employs both packet sniffing and API integration, where supported, to offer maximum flexibility in any contact center environment. Screen recordings are synchronized with VoIP recorded calls for simultaneous playback.

Open Architecture

Observe can be deployed on industry leading servers, such as HP, Dell, and IBM. It also interfaces with the major ACDs and dialers, including Avaya, Nortel, Aspect, Rockwell, Concerto, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

About Autonomy

Autonomy Corporation, an HP Company, is a global leader in software that processes human information, or unstructured data, including social media, email, video, audio, text and web pages, etc. Autonomy’s technology manages and extracts meaning in real time from all forms of information, both unstructured and structured, enabling companies to leverage their data assets. Autonomy’s product portfolio helps power companies through enterprise search analytics, business process management and OEM operations. Autonomy also offers information governance solutions in areas such as eDiscovery, content management and compliance, as well as marketing solutions that help companies grow revenue, such as web content management, online marketing optimization and rich media management.

Autonomy’s solutions are used by more than 25,000 customers including 87 of the Fortune 100, 10 of the top 10 financial services firms, 75% of the global 100 law firms, 9 of the top 10 pharmaceutical companies and many government agencies. Over 400 of the world’s leading technology companies embed Autonomy’s technology in their products. Autonomy also owns the largest private cloud of diverse data, with 31 Petabytes of information.

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