

# Sytel solutions

## call recording



Sytel's Softdial Contact Center™ supports audio recording of agent/ caller conversations as standard. SCC can be configured to record all calls in a campaign, all calls by a particular agent, or pass control to the agent to record particular calls, or portions of a call. The recording format can be either uncompressed (.wav) or compressed (.mp3).

Here are answers to some common questions on Sytel call recording.

**For PCI compliance, can SCC avoid recording sensitive information, e.g. credit card data?**

Yes. The SCC API offers the facility to record silence (mute record) for a specified section of the conversation.

**Can the recordings be exported?**

Yes, Sytel can provide a batch process, or an automated job can be run to export the recordings to a specified location. Also, individual recordings can also be exported or emailed as needed.

**Can SCC handle dual stream recording?**

Yes, multiple recordings can be made of a single call session. For example, by recording the whole call and also separately recording responses to individual questions.

**Can recordings be retrieved using search criteria?**

Yes, by using **Record Monitor**, SCC's recording search tool.

Record Monitor has 4 tabs, described below.

- i. **Recent recordings** (see Fig 1): shows the last 200 recordings processed by Record Monitor.

Recording Monitor 10.6.51 - logged in as a.Production@sytelco.com/HpEm157ZWrfsgojn9n9fFbx33PC8nfNN

Download selected

DL	Campaign	Agent	Call Start	Telephone	Session	Agent ...	Switch...	Duration	Tag 1
↓	system	Abi	2012.02.23, 09:11:38	7772424...	DEMOACD_inbound_234	0	10	0:02:29	
↓	system	Suzi	2012.02.23, 09:11:22	1525854...	DEMOACD_inbound_243	0	10	0:00:23	
↓	system	Danuta	2012.02.23, 09:10:13	1525854...	DEMOACD_inbound_242	0	10	0:00:50	
↓	LatelnsFeb12	Sarita	2012.02.22, 14:38:57	1734878...	DEMOACD_inbound_120	0	10	0:00:50	
↓	LatelnsFeb12	Nikesh	2012.02.22, 09:29:30	7813388...	DEMOACD_inbound_123	0	10	0:01:00	
↓	LatelnsFeb12	Devon	2012.02.22, 09:07:36	7540850...	DEMOACD_inbound_215	0	10	0:00:23	

Figure. 1

- ii. **Today's recordings**: shows only recordings made today
- iii. **Yesterday's recordings**: shows only recordings made yesterday



iv. **Search** (see Fig 2):

DL	Campaign	Agent	Call Start	Telephone	Session	Agen...	Switc...	Duration	Tag 1	Tag 2	Tag 3	Tag 4	Tag 5	Tag 6
system	Abi		2012.02.23, 09:11:38	7772424...	DEMOACD_inbound_234	0	10	0:02:29						
system	Suzi		2012.02.23, 09:11:22	1525854...	DEMOACD_inbound_243	0	10	0:00:23						
system	Danuta		2012.02.23, 09:10:13	1525854...	DEMOACD_inbound_242	0	10	0:00:50						
LateInFeb12	Sarifa		2012.02.22, 14:36:57	1734678...	DEMOACD_inbound_120	0	10	0:00:50						

Figure 2.

The Search tab allows the user to search for single or multiple recordings by using the following search criteria:

- Campaign Name
- Agent Identifier
- Session ID
- Telephone Number
- Agent Outcome
- Switch Outcome
- Call duration
- Call start time

**Exact Match**

If checked: any records **exactly matching** the search text will be retrieved.

If unchecked: any records **containing** the search text will be retrieved.

**Custom tags**

When setting up a campaign, up to six custom tags can be specified from the list of available data for each call in order to aid the search process, e.g. mobile number, postcode.

Using the Search tab,

- single recordings may be downloaded and played directly
- multiple recordings may be zipped and downloaded

Since 1997, Sytel Limited has supplied best-of-breed software components and full-service contact center solutions to systems integrators, VARs, ASP providers and resellers in over 50 countries across the world.

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