

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 10.4.9 - logged in as a.default@sytelco.com/31665793											
Recent recordings											
DL	Campaign	Agent	Call Start	Telephone	Session	Agent ...	Switch...	Duration	Tag 1	Tag 2	Tag 3
✓	Campaign34	Agent738	2011.11.11, 22:24:23	34149	session214	40	38	000.00...	T1	T2	T3
✓	Campaign50	Agent469	2011.11.06, 13:20:39	37769	session385	58	95	000.00...	T1	T2	T3
✓	Campaign27	Agent244	2011.10.15, 01:03:01	85699	session911	48	90	000.00...	T1	T2	T3
✓	Campaign20	Agent864	2011.09.22, 20:14:19	1372	session083	43	12	000.00...	T1	T2	T3
✓	Campaign18	Agent403	2011.07.18, 10:08:48	7187	session555	88	35	000.00...	T1	T2	T3

Figure. 1

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



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

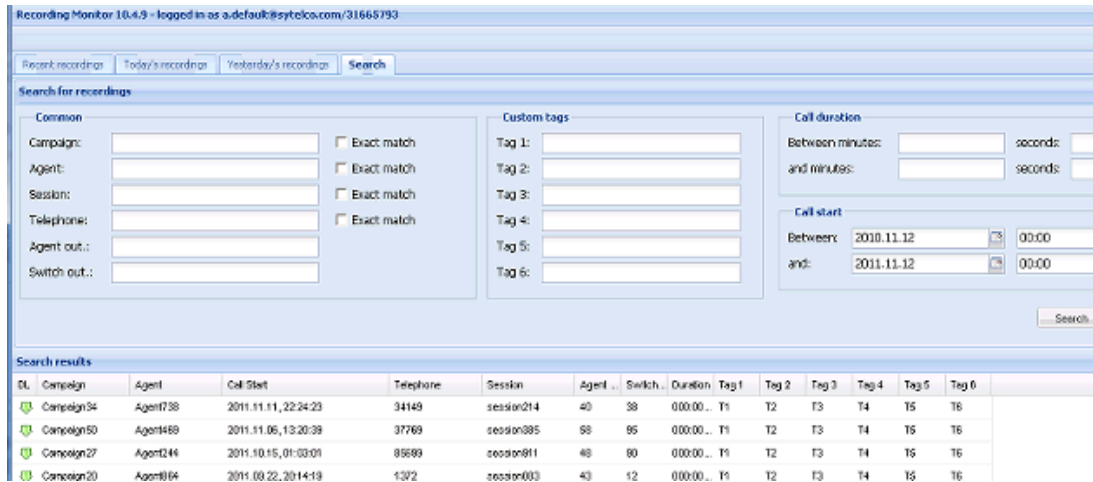


Figure 2.

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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