

# 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.

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



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

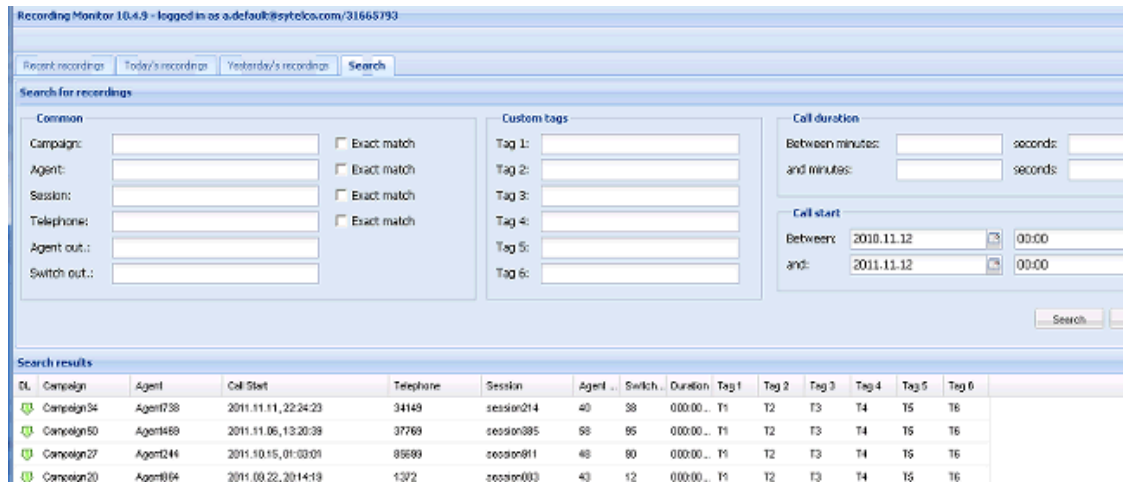


Figure 2.

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

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