RED BOX OVERVIEW
Capture, secure and unlock the value of voice

Red Box empowers organisations to capture, secure and unlock the value of their voice data. With a range of built in tools we help organisations get the most out of communications.

ABOUT RED BOX

With the most open and connected platform, we capture and transcribe all voice communications from anywhere, irrespective of source. We back that with unrivalled resilience and service excellence.

- Global provider of voice and data recording solutions
- Over 30 years industry experience
- One of the fastest growing voice recording companies worldwide
- Renowned for compliance recording worldwide
- Solutions for Financial Services, contact centres, government, public safety & more
- Headquarters and R&D in Nottingham UK
- Regional offices in London, New York, Hong Kong and Singapore

REASONS TO RECORD

Capturing calls helps organisations to comply, resolve disputes and supports employee training and customer quality assurance.

- Quality monitoring and fact verification
- Record & provide evidence of business transactions
- Ensure compliance with industry standards and legal / regulatory policies and procedures
- Staff performance monitoring
- Leverage voice data within applications such as AI and analytics engines, compliance tools and CRM

- Capture call audio from 55+ systems
- No need to change your telephony infrastructure
- 99.999% service availability
- Retain complete data sovereignty and secure access to your voice data
- Connect to the broadest partner eco-system to maximise the value of voice conversations

OUR PARTNER ECOSYSTEM

We integrate with over 55 communication platforms and via our free and open APIs, connect organisations to the broadest partner ecosystem of application and value added service partners to maximise the value of voice data sets.
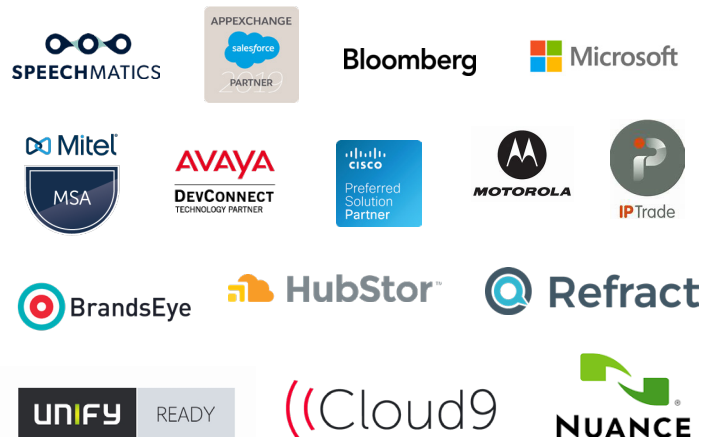
RED BOX QUANTIFY APPLICATIONS

Our Quantify call recording system offers a choice of applications allowing you to get the most from your voice data;

SEARCH & REPLAY

Powerful transcription and metadata search, and replay via our built-in Media Player.

EVENT RECONSTRUCT

Build a visual timeline of events and replay recordings sequentially or concurrently.

LIVE ACQUIRE

Monitor and listen to calls as they happen.

QUALITY MANAGEMENT

Identify trends and employee training needs.

INSIGHT

Proactively check the status of your Red Box solution through a visual dashboard and hands-off email reports.

AGENT CONTROLS

Optional client-side features such as PCI Suppression, Call annotation and Record on demand capabilities.

ADVANCED FUNCTIONALITY AND SERVICES

Red Box enables organisations to integrate with our broad partner ecosystem to surface voice data in an organisations preferred application.

TRANSCRIPTION

Fast and accurate transcriptions of conversations that can be exported, processed and leveraged by a wide range of business systems.

VOICE DATA CONTROLLER

Voice and transcribed conversations can be imported seamlessly in to Salesforce® - assigned to a Salesforce® lead, account or contact record.

OPEN INTEGRATION

Connect your Red Box solution to other applications through our free & open APIs

- Proactively monitor & manage your solution

- Push audio, rich metadata & transcripts in to CRM, AI, Analytics and compliance archiving and storage applications

- Find, retrieve, listen & analyse audio, metadata & transcripts for improved business insights

WHY RED BOX?

- Up to 1000 channels per recorder, highly scalable.
- Resilience & security are core to our offering
- Unique frame based recording with optional AES 256bit encryption
- Flexible deployment options with software that's easy to install, use & maintain
- Secure storage with options for extensions & archiving.

Red Box

Microsoft

METELCO

COMPLIANT, SECURE, RESILIENT AND SCALABLE CAPTURE FOR MICROSOFT TEAMS

Ensure adherance to regu010tory requirements through Red Box's always on policy based compliance recording integration for Microsoft Teams with secure storage, retrieval, archiving and retention of communications.
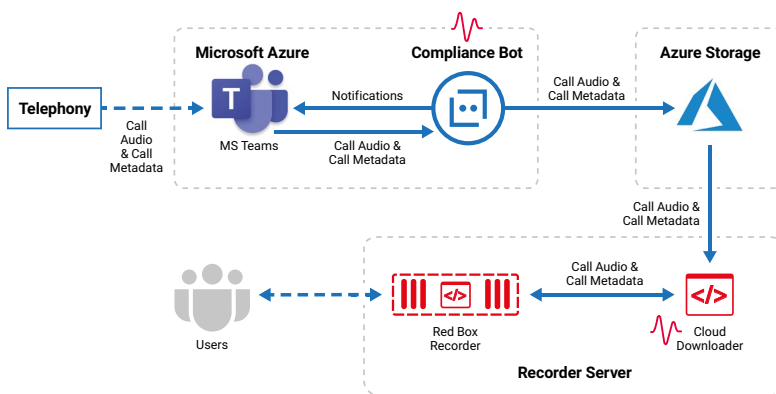
COMPLIANCE CAPTURE

In a world of evolving regulation, the need for organisations to keep a secure and accurate record of voice communications is greater than ever.

Red Box are the leader in compliant voice capture solutions and already capture and secure millions of calls daily across UC, telephony, turrets and mobiles, for customers operating in regulated environments such as financial services and call centers, adhering to regulations like Dodd Frank, MiFID II, PCI DSS and GDPR.

Through the latest extension in their Microsoft partnership Red Box provide organisations with secure, resilient and scalable capture, retrieval, archiving and retention of Microsoft Teams communications.

The Red Box integration for Microsoft Teams takes our compliance expertise, and through our Compliance Bot enables us to offer organisation's the peace of mind they need that all communications are being captured and stored securely in line with their retention policies.

POST CALL RECORDING SOLUTION

REAL TIME RECORDING SOLUTION
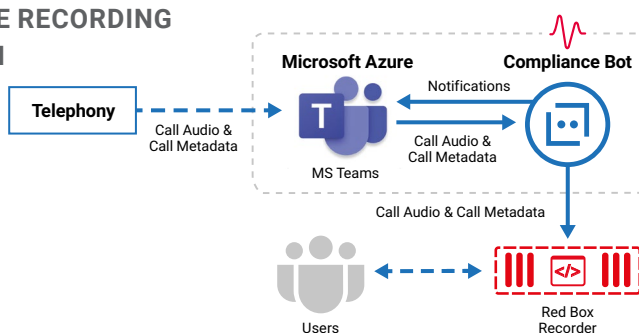
- Policy-Based voice capture with secure storage and archiving
- High quality capture with up to 99.999% service availability
- Fast and flexible deployment options to suit organisational needs.
- Compliance recording specialists trusted by over 3,500 customers worldwide.
- Supports dedicated Teams or mixed Teams and other telephony environments.
- Maximise the use of voice data through secure open APIs.
- DTMF detection to enable suppression of sensitive data for PCI compliance.

THE PLATFORM FOR VOICE

The Red Box compliance recording solution for Teams captures all conversations that take place within the application for all regulated users automatically.

All captured communications can be utilised within the Quantify product suite from Red Box, including highly accurate transcription and made available for further analysis, incident reconstruction and compliance monitoring.

Through the Red Box open philosophy they are able to work with multiple Direct Routing vendors to support organisations with their Teams solutions.

RESILIENT & SECURE

Red Box supports the highest levels of resiliency with up to 99.999% service availability, the solution is highly scalable and offers AI-quality stereo voice capture for small business and global enterprises alike.

Captured communications and metadata are securely stored with AES b256 bit encryptin available.

Organisations can also through our open APIs, export their captured data to external leading compliance archiving and storage solutions.

To learn more about our Microsoft Teams integration and to schedule a demo contact us at info@metelcofz.com

MAXIMISE YOUR VOICE DATA

With Red Box, organisations retain complete voice data sovereignty and through a broad partner ecosystem enable them to maximise their voice data.

As a Microsoft preferred telephony partner for Dynamics 365, Red Box provide organisations with AI-ready voice data for conversation intelligence, part of Dynamics 365 Customer Service Insights and Sales Insights.

Organisations analyze calls at scale and generate valuable insights that will enable them to optimize trainingand coaching and ultimately improve the performance of individual agents and the team as a whole, as well as unlocking valuable actionable insights around topics and issues affecting the customer experience and sales performance.

ABOUT RED BOX

Red Box is a leading global voice capture specialist and has been selected by Microsoft as a preferred partner to fuel conversation intelligence. With our expertise in voice and integrations with all major communication platforms, organisations can quickly be leveraging high quality audio captured from existing infrastructure, rich metadata and Microsoft transcripts of those conversations at scale, to unlock performance enhancing insights.