



# 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

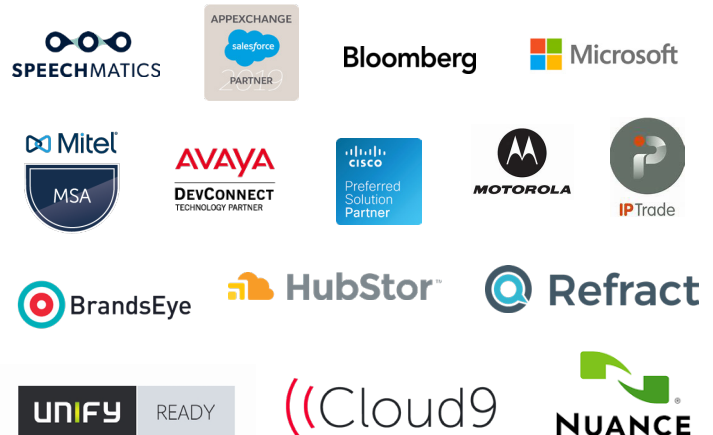
Capturing calls helps organisations to comply, resolve disputes and supports employee training and customer quality assurance.

- 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.

