

# AudioWatch

Call Recording and Agent Evaluation



Feature	Description
Scaleability	AudioWatch can be implemented in Contact Centres from as few as 10 seats up to several hundred seats.
Selective Recording Capability	AudioWatch enables CSRs to be scheduled up to two weeks in advance to be recorded at pre-determined times.
Record on Demand <i>Agent Initiated</i>	Record on Demand (ROD) – this feature enables consultants to initiate recording from their desktop. At the completion of the call a pop up box appears, with two reference fields for the consultant to complete.
Record on Demand <i>Supervisor Initiated</i>	Supervisors can instantly initiated recording of any of their team members extensions through the “record agent” feature within the Record on Demand module.
Search	<p>The powerful search facility uses the following search criteria</p> <ul style="list-style-type: none"> <li>◆ Agent name</li> <li>◆ Time and Date Range</li> <li>◆ RoD Reference fields</li> <li>◆ Caller Line Id</li> <li>◆ Queue and Call Type</li> <li>◆ Dialed Number</li> </ul>
Team Management	AudioWatch enables CSRs to be allocated to specific teams. Team Leaders are then able to schedule and replay recordings for their team members
Free Seating	On some ACDs, AudioWatch is able to identify the extension number used by any CSR at the time of log in, and will then use this information for recording calls for the selected consultants. This means that CSRs can sit anywhere in the centre, and will still be recorded according to the schedule.
Replay Options	Recorded calls can be replayed using the embedded AudioWatch player, or Windows media player, on any PC equipped with a sound card and speakers. Additionally, recorded calls can be played via a telephone extension on selected PBXs
Playlists	The playlist feature enables consultants, Team Leaders and Managers to create libraries of calls to be saved for future reference. These could be calls of a specific type or simply a list of calls that are of interest. The ability to add notes to calls added to a playlist means that they can be easily identified for future use.

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Security	AudioWatch utilises multi-level security, with various privileges associated to each level. For example, a Manager can view and play all consultants calls, whilst a Team Leader can only access calls for their own team members.
CSTA (Computer Supported Telephony Applications) Integration	AudioWatch utilises CSTA integration to operate on Siemens, Panasonic, Ericsson and Alcatel PBXs
Nortel Meridian and Symposium Integration	AudioWatch integrates to the Meridian PABX via the Symposium RTD Link. TCL are a Nortel accredited development partner, and therefore able to access full support from Nortel.
NEC 7400 120, IVS 2000 and IPS 2000 PBXs and Q-master EX	AudioWatch operates on the NEC platforms using Q-masterEX via a OAI Integration program developed by Zeacom, giving advanced integration capabilities.
Avaya IP Office	The voicemail recording facility within the IP Office system is used to create recordings, which are then transferred into the AudioWatch system where the advanced Search, Retrieval, Archiving and Call Evaluation features can then be used.
Direct Extension Connection	Using logger patches AudioWatch is able to record from virtually any telephone set with modular handset connections.
Archiving and Storage Management	AudioWatch provides flexible, automated archiving and storage management facilities. Recordings can be deleted or transferred to back up media based on a number of parameters including age of recording and recording status. The archiving can be undertaken globally or at individual consultant level
Call Evaluation and Coaching	AudioWatch includes an optional call evaluation and coaching module. Features include <ul style="list-style-type: none"> <li>◆ Comprehensive behaviour and competency library which can be easily modified or added to</li> <li>◆ Flexible evaluation template generation</li> <li>◆ Yes/No and numeric scoring</li> <li>◆ Weighting supported</li> <li>◆ Detail, Summary and Trend reports</li> </ul>
Additional Features	AudioWatch is subject to ongoing development, and additional features will be added over time. Much of this development is directly influenced by user feedback and requirements.