Genesys Interaction Recording

Improve first contact resolution and manage compliance

**Benefits**
- Record the end-to-end customer experience
- Find employee performance gaps
- Reduce time to resolve customer disputes
- One solution for interaction routing and recording
- Software solution reduces total cost of ownership

**Deliver on business objectives**

To improve the customer experience and employee performance and detect out-of-compliance conversations, Interaction Recording is a key requirement for every modern customer service organization. Through Interaction Recording, customer service operations can monitor the quality of interactions, identify training needs and help to continuously improve the performance and quality of employees.

**Increasing first contact resolution and ensuring compliance**

Connecting customers with well-trained and knowledgeable employees who can answer questions effectively or resolve a problem on the spot can help you increase first contact resolution and deliver a better customer experience. By analyzing recorded interactions, you can identify and remedy potential root causes for missed first contact resolution.

Ensuring regulatory compliance begins with recording all interactions and every part of the conversation, even if it is a multi-site conversation. When resolving a customer complaint or dispute you need to quickly find the relevant recorded interaction. Genesys Interaction Recording ensures you record 100% of all interactions, both the voice conversation and screen transactions, and can quickly retrieve them when necessary.

**One solution for interaction routing and recording**

Genesys offers one solution for the delivery of customer interactions and interaction recording. This means defining what type of interactions should be recorded can be controlled through the interaction routing design and interaction metadata. Defining which interactions to record and finding your recorded interactions has never been easier.

**Lower total cost of ownership through integrated approach**

Genesys Interaction Recording is already integrated with the Customer Experience Platform. Customer service organizations benefit immediately because configuration and maintenance are performed through one platform. Single sign-on and role-based access ensure recorded interactions can be viewed by authorized employees only.

Employees can control the recording of an interaction by using pre-configured functions in Genesys Interaction Workspace for emergency recording or for compliance reasons.

As Genesys Interaction Recording is software based, you can reduce cost by eliminating expensive proprietary recording hardware.
Key Features

- Voice and Screen Recording
- Policy-based Recording
- Multi-site Recording
- Search and Retrieve
- Real-time Monitoring
- PCI/DSS Compliance
- Export Recordings
- Archiving
- Attached Data
- Single Sign-on
- Desktop Controls
- Speech Analytics “Ready”

Technical specification

- Premise and Cloud deployment
- 100% software solution
- Supports SIP protocol
- Dual Channel High Quality Audio
- Active Recording
- High Availability
- Multi-tenant support
- Role-based security
- PKCS7 encryption

ABOUT GENESYS

Genesys® powers more than 25 billion of the world's best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

Visit us at genesys.com or call us at +1.888.436.3797

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