Quovim C3

Geomant Call Recorder for Microsoft Lync/Skype for Business

Voice, Video & Screen Recording

**Lync recording for compliance & quality:**
Most regulated and customer-focused organizations recognize the need to record certain inbound and outbound telephone conversations, and have call recording solutions in place to achieve this. As organizations migrate to Microsoft's Unified Communications platform for enterprise voice the requirement to extend recording to Lync becomes increasingly important.

The Geomant Lync Recording solution has been developed as a result of cooperation between Geomant, a leading developer of added-value solutions for Microsoft Lync, and Verba, a call-recording specialist whose systems are installed at more than 500 customer sites across 30 countries.

The solution extends beyond voice – allowing the recording of video calls, and simultaneous voice recording and screen capture.

As a passive, network based call recording solution, the Geomant Lync Recorder has no impact on the call experience. Recording takes place centrally, with call recordings and associated data securely stored for subsequent access.

The recorder's on-line application allows for easy searching and review of recorded calls. Options include Quality Management, Desktop Screen Capture and pause and restart (e.g. for PCI compliance).
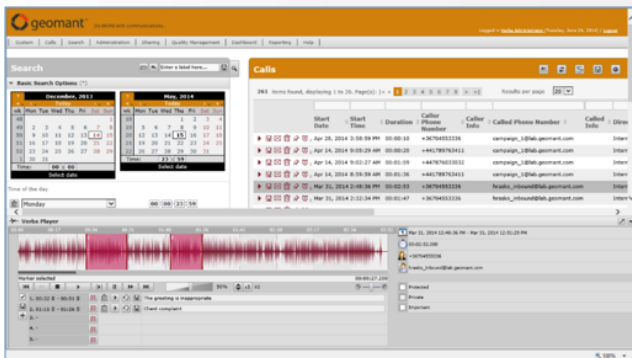
Key Benefits:

- Ensures compliance and improves customer service

- Screen and video recording options

- Simple and rapid to deploy

- Passive network recording solution, with no impact on call experience

- Secure: permissions-based access with full audit trail

- On-line search and play facility

- Real-time silent monitoring

- Tightly integrated with Lync

- Flexible – compatible with almost all Lync architectures

The solution extends beyond voice – allowing the recording of video calls, and simultaneous voice recording and screen capture.

Quovim C3

Voice, Video & Screen Recording for Microsoft Lync
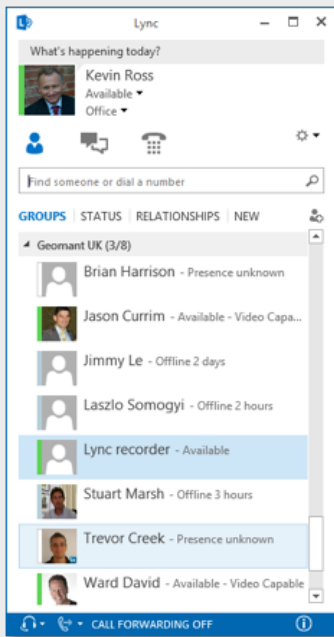
About QUOVIM C3
Complete business, consulting and best-in-class contact center software solutions that optimize client interactions.

Quovim C3 provides Cross-Channel & Unified Communications solutions to organizations looking to optimize their contact center operations.

With numerous CIC implementations, Quovim C3 is a trusted Interactive Intelligence contact center partner that delivers exceptional customer experiences.

More than Contact Center Software and Expert Consulting, Quovim C3 is about enriching the Customer Experience.

## Key Features

A Complete Recording Solution:
- Inbound and Outbound Lync Call Recording
- Automatically records all Lync voice calls for selected users
- Sophisticated on-line search and play facility with secure access control
- Real-time silent monitoring
- Options for video recording and screen recording
- Optional performance and quality management solution, including agent evaluation and scoring, enterprise reporting and custom dashboards
- Supports mixed telephony environments – e.g. Lync alongside Cisco, Avaya, Broadsoft, etc.

Simple to Deploy and Administer:
- Centralized recording, with support for multi-site / branch office architectures
- Easy-to-use and feature-rich web-based user interface
- Recorded media can be shared across the enterprise using the built-in Publishing Server
- Software-based solution, deployed on Windows severs, with options for virtualization
- Open APIs for integration
- Seamless integration with SAN-based storage solutions for online operation and archive

Secure:
- Multi-level access control enables organizations to define who can access what, and permitted actions. Full audit trail and change history.
- Sophisticated storage policy framework allows organizations to define data retention rules and control the recorded data lifecycle
- Pause and restart (e.g. for PCI compliance)
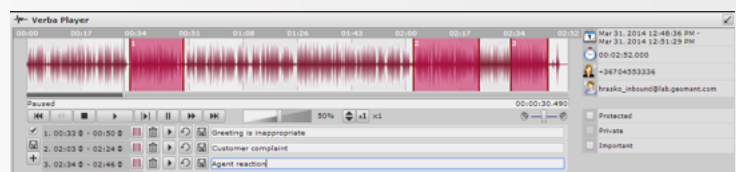
A Complete Recording Solution:
The customer's Lync architecture will dictate the recommended deployment model. Hence, almost all Lync environments can be supported. Deployment options include:

- Monitor port based recording
- Mediation Server based recording
- Automatic rerouting to Edge Servers
- Proxy Server based Recording