



Archiving for Contact Center

Automatically preserve, protect, and retrieve critical Contact Center agent and customer interactions.

Archiving of Contact Center calls, chats, SMS, emails, screen recordings, transcriptions and sentiment.

Powerful contextual item-level search to quickly find agent and customer conversations.

Retention policies automatically enforced without administrative or user action (after the initial activation).

Single repository, single pane, ALL your Contact Center communications - in ONE platform.

As organizations look to connect and better manage customer interactions, cloud contact center solutions are becoming more and more popular. Contact Center simplifies these connections, enabling customers to communicate with your agents conveniently how and when they want – with phone calls, agent chat, SMS, email and more. There's a growing need to preserve interactions with customers across all channel types, whether for dispute resolution, regulatory compliance, or to reduce overall business risk.

Archiving for Contact Center is designed to protect your organization's communications with customers by automatically preserving call records (inbound and outbound calls), chats, SMS, voicemails, emails, screen recordings and more without requiring any user or administrative intervention – all in ONE platform.

When needed, the archiving solution retrieves information from across these different channels in seconds thanks to a powerful contextual search capability and based on queries that can be run with dozens of criteria to choose from. To ensure security, data is encrypted in transit and at rest, role-based access control safeguards access management, and businesses can choose the retention period, with options of up to 10-years.

WHY BUSINESSES NEED ARCHIVING FOR CONTACT CENTER:

For most organizations it has become a necessity to Archive Contact Centers interactions, in order to satisfy regulations, mitigate risk, quality assurance and to protect their business. Whether it is for regulatory compliance, legal, productivity and/or security requirements; Archiving addresses several key requirements:



COMPLIANCE: There are an array of industry regulations, state and federal laws that govern how organizations record, preserve, and analyze call recordings and consumer/ agent interactions. Retaining these communications are mandatory by some industries regulators (HIPAA, FINRA, SEC, TCPA, GDPR, PCI, DSS, etc), and is a must to avoid costly fines. Archiving has features that help businesses stay compliant, automating capture and retention of communication, access controls, intuitive retrieval, and in tamper-proof storage.



DISPUTE RESOLUTION: Save time, money, and avoid reputation damage, by archiving your Contact Center communications. Avoid the 'he said, she said' misinterpretations of the dispute - a call recording is a direct account of what occurred during the phone conversation and can help bring clarity and closure to a disagreement.



LEGAL OBLIGATIONS: In today's world, litigations, investigations, and eDiscovery requirements are becoming more common. Courts, regulators and internal governance teams can rely on communication recordings as part of an investigation or court proceedings; the recordings can prove or disprove the claim. Archiving simplifies the identification, collection, and production of electronically stored communications, significantly saving resources, time, and costs.



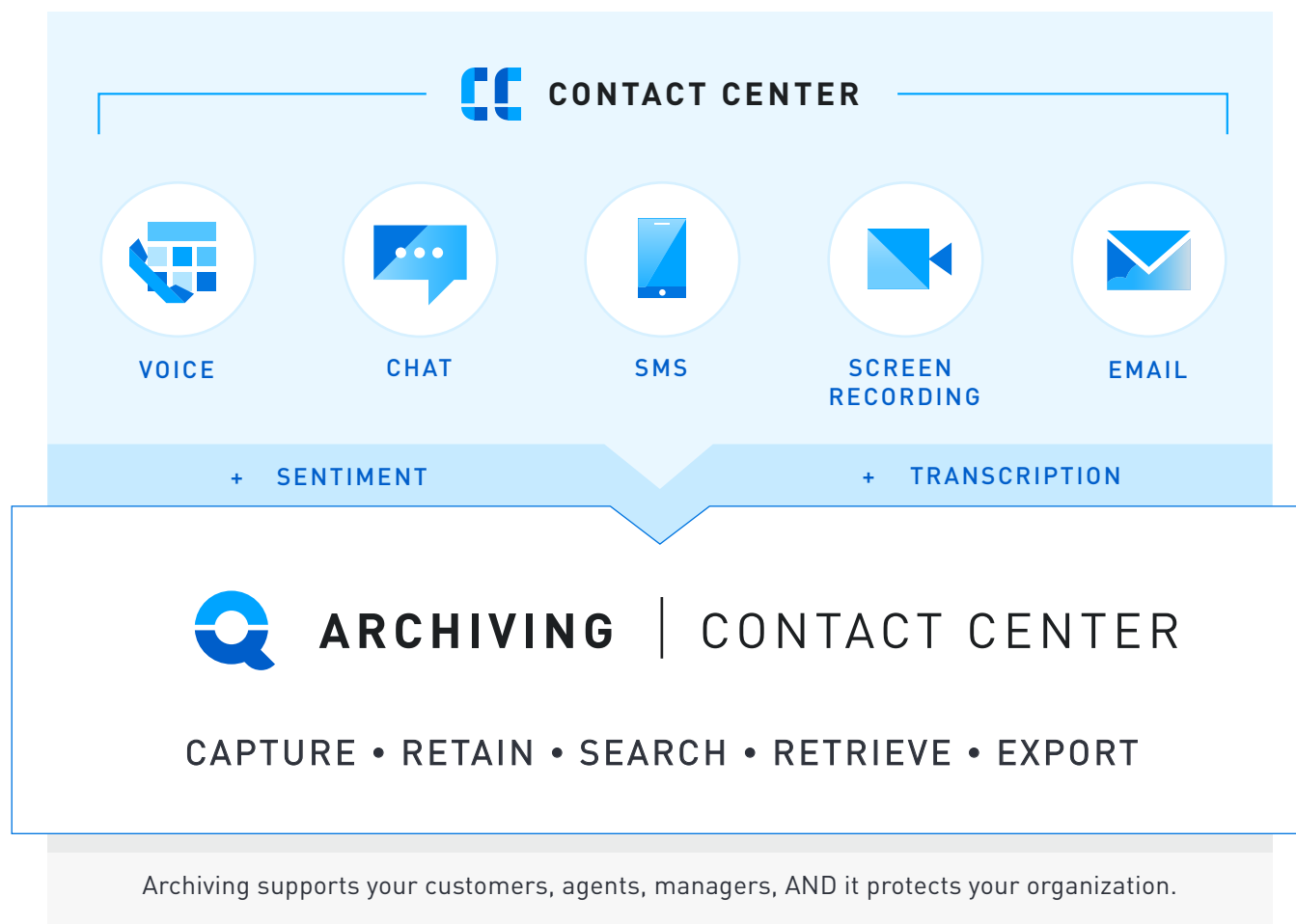
QUALITY ASSURANCE: Quality management and agent performance programs are a common practice within Contact Centers. In a typical QA process, analysts will listen to a fraction (on average 2-3%) of each agent's calls every month. By reviewing recorded calls, managers can evaluate the performance of their customer service and sales representatives and take necessary actions to address any gaps. Archiving enables key stakeholders to listen, analyze and enable agents to be assessed and coached on the results.



CONTINUITY & KNOWLEDGE MANAGEMENT: Whether due to employee turnover, temporary leaves of absence, or having a holistic view of a customer case, organizations can also preserve and share communications, ensuring continuity. Through call recordings, organizations can identify and resolve issues faster translating to higher customer satisfaction and the overall experience.

ARCHIVING FOR CONTACT CENTER OVERVIEW

Have a holistic overview of agent interactions and customer journeys, across all Contact Center channels:



- **Voice calls:** Call logs, call recordings, voicemail recordings
- **SMS:** SMS messages
- **Chat:** Chat messages
- **Emails:** Email
- **Screen Recordings**
- **Transcription and sentiment**

ARCHIVING SEARCH FEATURES

Keyword Search

Search Filters

Content Metadata

Content Summary

Select Items

Monitored Users

Timestamp

Additional Properties

Content Preview

ARCHIVING

Search

Keywords Keywords

Q Date Type Participants Channels 1

Title

Random Hey team, I was wondering, which is better, the Afric...

Outgoing Call | Lyon Carpaccio, WIRELESS CALLER

Incoming Call | Lyon Carpaccio, WIRELESS CALLER

Incoming Call | Lyon Carpaccio, WIRELESS CALLER

Party Planning Committee Anyone seen the party poppers that were in the kitch...

Incoming Call | Lyon Carpaccio, WIRELESS CALLER

Phone Call | Maureen Ponderosa, +16723453251

Outgoing Email | RE: Overbilling of my account

Incoming Email | Overbilling of my account

Party Planning Committee Happy National Donut Day!

Incoming Chat | user-001

Phone Call | Barbara Wintergreen, +12127651235

Phone Call | A/R Hunt Group, Barbara Wintergreen,...

Phone Call | Barbara Wintergreen, +12127651235

Participants

Contact Center

Files

Date

Properties

12/03/2024 20:43

1 14 60

393 documents

1 2 3 4 40

Retention: 7 years

10+

user-001 12/03/2024 03:43

2 participants

Chat

Classification

Lyon Carpaccio entered at 03:43:53

user-001 entered at 03:43:54

user-001

Hi can you help me with my account

03:43:58

Lyon Carpaccio

Hi my name is Jacob and I would be happy to help

03:44:03

Lyon Carpaccio

What can I do to help you today?

03:44:05

user-001

Can I have a discount please?

03:44:18

Lyon Carpaccio

Yes I have applied a 30% discount to your subscription.

03:44:23

user-001

Great! Thanks!

03:44:27

Lyon Carpaccio

No problem. Is there anything else I can do to help today?

03:44:33

user-001

Nope. Thanks. See ya!

03:44:34

user-001 exited at 03:44:43

user-001 exited at 03:44:45



ARCHIVING CAPABILITIES:

- **Seamless integration with Contact Center:** Designed for Contact Center and deploys in minutes with everything needed to enable compliant retention for Contact Center communications.
- **Automatic preservation of Contact Center communications:** Captures and retains call records, phone call recordings, voicemails, agent chats and SMS messages, and emails.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorized users.
- **Identity and access management:** Ensures control over authorized personnel who can access and manage archived communications.
- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to 10-years.
- **Unlimited capacity*:** Administrators are not forced to estimate the level of activity for their organization or project storage requirements – administrators simply enable the archive and select the desired retention period.
- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.
- **Compliance:** Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4. Audit logs report all actions carried out by users including who viewed what, user activities, sessions and more.
- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.
- **Data residency:** Complies with US, Canadian, and European geographic location requirements.

* Fair Usage Applies; [Please Review Product Schedule](#)

QUESTIONS? CONTACT US TODAY!