Cisco VoIP Recording with ASC’s EVOip

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1) Introduction
2) EVO\textit{ip} Server Software
3) Vendor-specific Integrations
4) Inspiration
EVO\textit{ip}+ for Cisco with SCCP (Skinny)

Unified Communication Manager

Switch with SPAN- / Mirroring Configuration

Audiodata

SCCP signaling

ASC EVO\textit{ip} Server

EVO\textit{ip}

We record & analyze communications
EVO\textit{ip} active for Cisco (Cisco Call Manager < 6.0)

ASC EVO\textit{ip} Server

- XML Server
- EVO\textit{ip} active
- Control & Tagging
- CTI Cisco

UCM / CCM < Version 6

SIP / SCCP
Audiodata (via 3rd party Call)
H.323 Trunk
JTAPI

Record Control & Last Call Repeat
EVO*ip active for Cisco (Cisco Call Manager ≥ 6.0)
EVO\textit{ip}+ for Cisco (encrypted)

- Unified Communication Manager
- Switch with SPAN- / Mirroring Configuration
- Encryption Keys & Calldata (via JTAPI Interface)
- ASC EVO\textit{ip} Server
  - EVO\textit{ip}
  - Tagging
  - RIA\textit{passive}

We record & analyze communications
Summary - VoIP Recording Methods

- Passive solutions for VoIP recording
  - Sniffing not always possible / allowed
  - Unsuitable for distributed environments
  - Unable to record encrypted calls

- Benefits of active solutions
  - Recording through conferencing or stream routing
  - Works without sniffing, but additional bandwidth required
  - Central recording, ideal for distributed environments
  - Recording of encrypted calls
VoIP Recording for Cisco

- Current integrations
  - EVO\textit{ip} active for Cisco (Cisco Call Manager < 6.0)
  - EVO\textit{ip} active for Cisco (Cisco Call Manager $\geq$ 6.0)
  - EVO\textit{ip+} for Cisco with SCCP (Skinny)
  - EVO\textit{ip+} for Cisco (encrypted)

- Key benefits
  - Recording of encrypted calls
  - Uses latest Cisco lawful interception capabilities
  - Mixed (active and passive) recording on one system
  - Combines old (via 3-way conference) and new (via forking of media) methods
ASC Phone Application for CISCO

- Control recording or search-and-replay directly on the Cisco IP phone
  - Record on demand
    Starts or stops recording by pressing a key
  - Keep/delete
    Marks the current call for storage or deletion
  - Threat call recording
  - Last call repeat
    Replays the last call
  - Tagging
    Adds call-index data to each call (e.g. customer #)
  - Monitor call status
    Shows if call is being recorded
INSPIRATION

Integrated Quality Management in your Contact Center
Contact Center Challenges

Contact Center managers require:

- Differentiation from competitors
- Customized software solutions
- Efficient IT integration
- Cost-effective human resources and technology

Contact Center customers require:

- High-quality and timely service
- Well-trained and competent agents

... and particularly:

Continued quality improvement!
There are a lot of tools and capabilities:

- CRM / ERP
- Silent monitoring
- Agent feedback sessions
- Learning sessions
- Quality monitoring
- External coaching
- Automatic customer survey
- ACD reports
- Side-by-side coaching
- Employee surveys
- Mystery Calls
- On-the-job training
- E-learning
- WFM / PEP

Do you use them efficiently?
Today, on average, 0.5 % of all activities within the call center are collected and analyzed by the quality department.

(„Qualitätsmanagement im Customer Care Center“, [buw], 2006, S. 34 f.)

- This value may be increased dramatically.
- The subsequent quality management results become more significant and reliable…
- …and all this at a lower cost.
Our Solution - INSPIRATION

- Customized evaluation forms
- Record planning
- Quality monitoring & silent monitoring
- Evaluation of communications
- Training sessions with E-learning
- Analysis of the results and remedies
- On-the-job training
- Automatic customer survey
- Employee surveys
- Feedback
INSPIRATION – The Highlights

- Modular built-in solution
- User-friendly interface
- Genuine browser-based application
- Customized evaluation forms
- Comprehensive standard reports
- Easy search-and-replay
- Customer-specific data analytics
- Active agent involvement
- Advanced speech analytics
  (Key Word Spotting / Transcription & Speech Mining)
Winners With INSPIRATION

- **Trainers / Supervisors**
  - Selection of sessions for quality management
  - More reliable results due to increased number of evaluations
  - More objective and comparable results
  - Set any time for session evaluation

- **Agents**
  - More effective training and coaching
  - Motivation from learning process
  - Career advancement through certification programs
Enterprise
- Increased value of call center services by advisory competence
- Lower costs through more effective quality management
- More efficient training and superior agent education for higher customer satisfaction
- Real service level overview

Customer
- Optimal service
- Faster and more competent support
Thank you!

Questions?