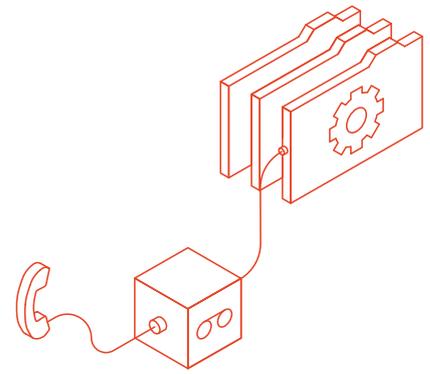




Recording - Archive Manager



A comprehensive and easy to use call recording retrieval for Cisco Webex Contact Center (WxCC).

CCBox Recording - Archive Manager is the call recording feature of the CCBox Application Suite. It provides a powerful business tool with easy to use search and retrieval options which can scale as your WxCC system expands.

KEY FEATURES

- ◆ Web based interface, no client side install required. Recordings are accessible from any compatible browser on Windows, Mac or Tablet
- ◆ No additional hardware required - 100% Cloud deployment
- ◆ Can be quickly added to the existing Webex Contact Center deployments
- ◆ Existing call recordings can be imported to provide a single interface for access to all call recordings and legacy systems can be retired
- ◆ Call information provides in-depth information on WxCC calls
- ◆ Easy to manage users and permissions
- ◆ Calls are encrypted in the cloud and in transit for security and compliance applications
- ◆ Fully audited actions and access
- ◆ Easy to use interface to quickly playback calls from specific extensions, agents or numbers
- ◆ Flexible archiving options for stored call data



Call recording is increasingly seen as a 'must have' application for businesses of all sizes. It enables quick and confident dispute resolution, as well as the option to review calls for training and mentoring purposes. Businesses in certain industries are required by their governing body to record all calls for compliance purposes. For those companies who take credit card payments over the phone, the call recorder provides a method of muting recordings so that sensitive information is not recorded.

How CCBox **Recording - Archive Manager** Works...



RECORD

Record and archive all of your Webex Contact Center (WxCC) calls for as long as necessary.



SEARCH

Search through call recordings using all WxCC metadata to recover all required calls.



PLAYBACK

Use the online player to playback required calls and download them when needed.

Why choose CCBox **Recording - Archive Manager**?

WEB-BASED SEARCH & PLAYBACK

The solution provides an intuitive web based interface for the searching and playback of recordings. Coupled with the extensive call information stored (Agent IDs, Hunt Groups etc.), calls are quick and easy to find.

You can search for and playback calls through any compliant browser on Windows, Macs or even on Tablet and mobile devices

PERMISSIONS & RECORDING CONTROL

By including an exclusion list, you can prevent calls from or to specific numbers from being recorded. For example, if calls to senior managers shouldn't be recorded, simply add their number or extension to an exclusion list and those calls won't be available to playback.

IMPORT LEGACY SYSTEM RECORDINGS

Call recordings from Legacy systems can be imported to provide a single user interface and so that legacy systems can be retired, freeing up resources and saving money.

SECURE DATA

Each recording solution employs an advanced set of security profiles and policies that can easily be used to manage and maintain access levels for each user of the system. In addition, all calls are encrypted with AES 256 encryption so that they are tamper proof and are eligible for use as legal evidence.

PCI COMPLIANCE

Where credit card details or other sensitive information is being taken over the phone, the system can mute recordings at the appropriate time so that sensitive information is not stored by the call recording solution.

RECORDING DELETION

To assist with GDPR compliance and industry specific regulations, a 'Recording Deletion' feature allows users to delete calls from their server.

**For more information on any of our products or services
please visit us on the Web at: www.ccbox.global**