

**Record calls securely and
analyze them on demand**

**It's time to reveal true customer
sentiment and intent to unlock
powerful business benefits**

Key features

The screenshot displays the Eckoh interface for a customer service interaction. At the top, the 'Interaction details' section shows the date (Wed, Nov 16, 2022, 17:57 PM), duration (1:48), agent (Jeff Jefferty), sentiment (Good), and trigger words (3). Below this, the 'Transcript' tab is active, showing a conversation between an agent and a customer. The transcript includes messages such as 'Good morning, thank you for calling Acme International. How can I help you today?' and 'Hello, I wanted to talk about my account.' The interface also features a 'Sentiment Blocks' section at the bottom, which uses colored bars to represent sentiment levels for both the customer and the agent. A search bar is available for finding keywords and phrases within the transcript. At the bottom left, there are audio playback controls, including a play button and a progress bar, indicating that audio recording is available alongside the transcription. A 'Notes' section on the right side of the transcript allows for adding additional information.

Key information is highlighted such as average sentiment

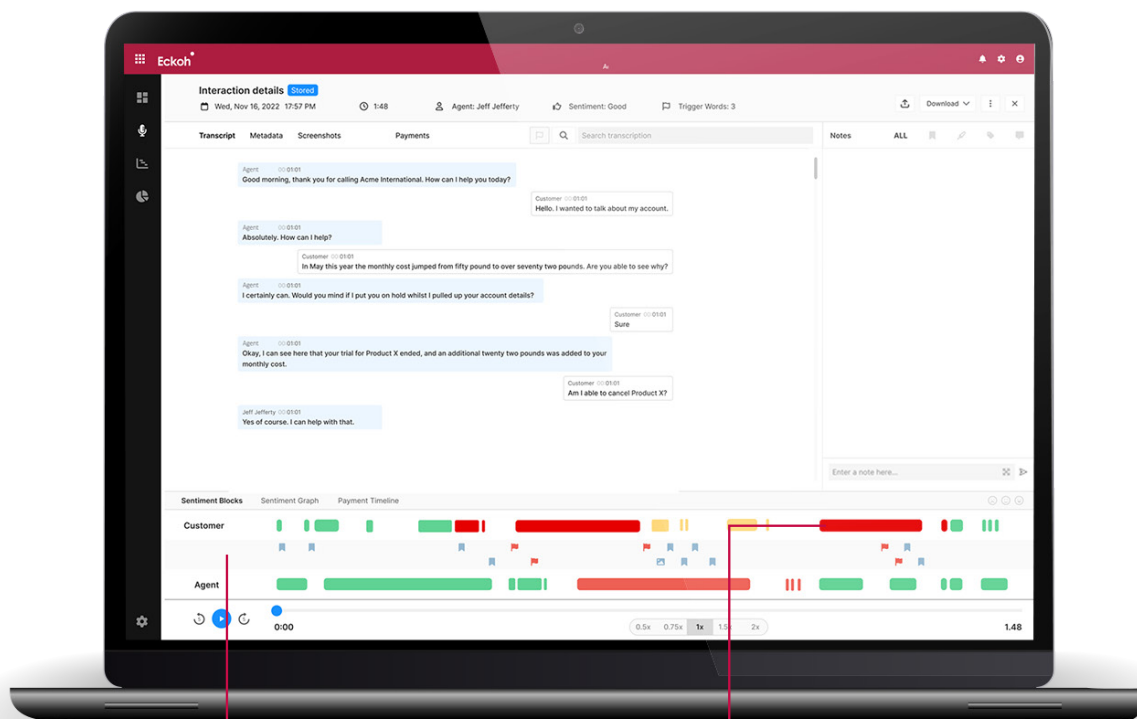
Find keywords and phrases fast with transcription search

Click on sentiment highlights and key flags to jump to the relevant parts of the call audio and transcription

Audio recording available alongside transcription

Secure Call Recording

Focus on the conversations and moments that matter.



Easy sentiment analysis

The heatmap shows sentiment throughout the recording and transcription, including voice and tone in the audio.

Focus on key moments

Supervisors can focus on the relevant part of the call by clicking the conversation flag icons and heatmap to link to the relevant moments in the recording or transcript.

What is Secure Call Recording?

Eckoh's cloud solution elevates call recording from being a routine necessity into a valuable driver for business transformation. Now you can quickly identify key moments in business-critical conversations – without having to listen to thousands of calls.

Our solution can secure your recordings, help you with privacy legislation such as GDPR and CPRA, and let you analyze call content and sentiment in a fast and intuitive way.

Why use Secure Call Recording?

- **Save time and money:** Benefit from cost and time efficiencies with our secure cloud based platform, and avoid having to maintain or use legacy recording equipment.
- **Take control:** Move beyond basic call recording and management functionality provided by many cloud-based telephony solutions.
- **Understand sentiment quickly:** Transcribe calls on-demand and discover customers' pain points right away – without having to listen to entire conversations.
- **Act on business insights:** Get instant visibility on issues as well as longer term trends arising within your contact center or wider business, to improve customer experience and strengthen loyalty.
- **Prioritize data security:** Capture and analyze customer interactions whilst maintaining the highest standards of data protection, with redaction included as standard.



Scenarios where Secure Call Recording can make the difference

Q "We don't have time to listen to thousands of random calls a week. Is there an ultra-fast way to check call quality?"

Simply transcribe a large volume of calls and glance at the heatmaps to pinpoint any issues.

A

Q "Is there a way to assess call quality across our contact center without listening to individual calls?"

Yes. You can build agent KPIs on CSAT and sentiment scores to identify areas for improvement.

A

Q "As an issue develops, we feel like we get to it too late. Is there a way to identify potential issues as they happen?"

Yes. Trending keywords and phrases can be searched for across all recordings and transcripts.

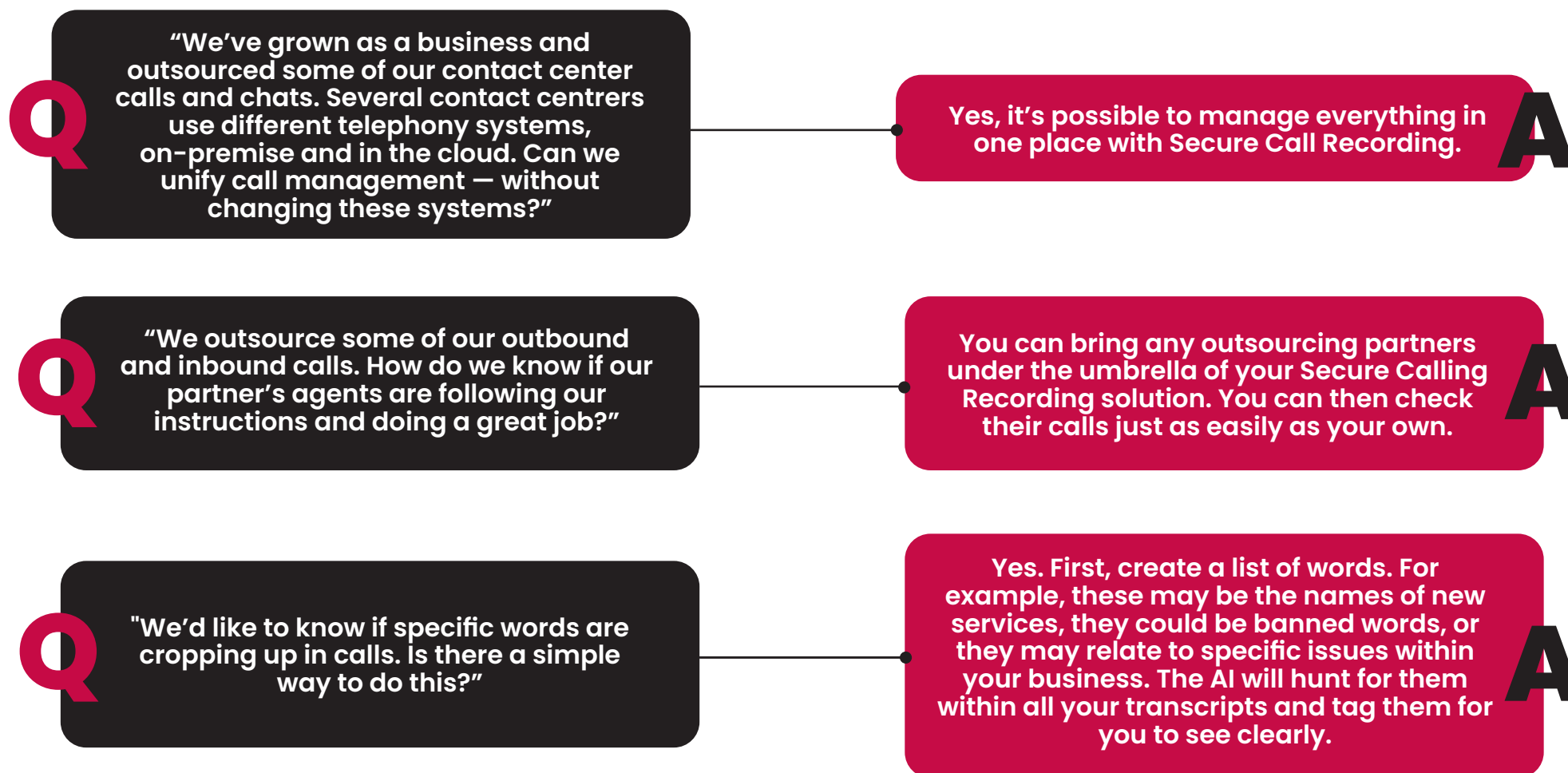
A

Q "We've had a problem with deliveries to customers. But it's hard to quantify. We need firm evidence to present to our delivery partner."

Search transcripts for delivery-related keywords and find out how many times problems were mentioned by customers.

A

Scenarios where Secure Call Recording can make the difference



How Call Recording Works

2. Recording

Capture customer conversations across all contact channels at the click of a button, with the option to record 100% of customer interactions, or smaller volumes across separate teams or business units.

1. Implementation

Our cloud-based solution is quick and easy to set up, and enables you to scale in-line with your organization's changing requirements.



5. Action

Improve customer experience by identifying and addressing any gaps in contact center performance quickly, and fine-tune processes by harnessing the wealth of customer data generated to drive decision making within your organization.



3. Transcribe & Redact

Automatically remove sensitive information (e.g. payment card data) from audio recordings and transcripts. Optional rules-based redaction allows you to automatically detect and redact other types of personal information.

4. Analysis

Generate detailed insights and analytics with a range of reporting tools, and gain instant visibility on customer issues and longer-term trends within your organisation.

What's included?

Key solution features

SUPERVISOR INTERFACE	
Intuitive interface	Our easy-to-learn, intuitive interface enables the speedy onboarding of agents.
Online user guide	Agents can easily access our online user guides from the console.
Roles-based access	Staff with the right permissions can access conversations and transcripts from permitted teams/groups.
Sentiment scoring	Transcripts are rated across a negative-to-positive sentiment scale.
Heatmaps	Transcripts can be displayed as a color-coded heatmap. Supervisors can click on any section to listen or view the transcript.
Word cloud insights	Keywords in a call can be presented as a word cloud for immediate assessment.
Search and filters	<p>Supervisors can search transcripts based on a wide range of metadata and variables:</p> <ul style="list-style-type: none"> • Across a specific time range, department, location, agent, queue, service, customer or transaction • Locating any call transcripts with the most positive and negative sentiment scores • Looking for specific customer words and phrases with consistent use such as 'cancel' • Finding profanities or specific keywords (on both the agent and customer side of the conversation, like 'outage' or 'failure')
Adding comments	You can add comments on the timeline of a transcript (for example, a suggestion of training).
Sharing transcripts	Subject to permissions, supervisors can send transcript links to colleagues via email, Microsoft Teams or Slack.
Performance management	You can generate detailed insights and analytics to track agent and department performance.
Privacy legislation	Supervisors can access recordings and transcripts to act on a customer's right to access information or their right to be forgotten.
Call tagging	Calls can be tagged manually, or this can be automated, by supervisors (e.g. "to be reviewed", "best practice" etc)

What's included?

Key solution features

PLATFORM	
Integration-ready	Seamless connections available for Genesys, Cisco, Avaya, Twilio, and other leading telephony systems.
Secure platform	Highly secure and resilient platform, trusted by the largest global enterprises and government organizations.
Conversation channels	Record conversations across all agent communications channels - including calls, webchat and social media.
PCI DSS compliant	Cardholder details are redacted automatically, preventing them from entering your contact center's environment.
SSO login and roles-based access	Single sign-on login for agents and managers with multi-factor authentication. Ability to use Office 365 and other company logins.
Audit trail for logins and tamper security	All changes made on the system are logged to keep an audit trail. Use built-in tamper checks to demonstrate that audio and transcript files haven't been changed.
OPTIONS	
Cloud storage	You will have access to Eckoh's unlimited secure cloud storage for the length of your contract
Recording	You can select whether to record 100% of calls or a smaller volume.
Transcription	You can choose which calls to transcribe automatically and select any others on-demand at any time.
	<p>For example, you may wish to select transcriptions for:</p> <ul style="list-style-type: none"> • A random selection of calls, spread evenly across teams, week by week • Calls handled by specific locations, teams or individuals • Recordings linked with a new product or service
Redaction	Rules-based redaction allows you to redact personal data — such as social security numbers or bank details — automatically from transcripts and the underlying recordings

Technical Information

Compatibility & Operations

- No software to install.
- Seamless integration with Genesys, Cisco, Avaya, Twilio, and other leading telephony systems.
- Supports multiple languages for transcription and search tools.

Resilience & Stability

- Application is built and hosted on highly resilient cloud infrastructure
- Hosted between availability zones for high level stability

Compliance & Security

- Any data is stored in compliance with ISO27001, GDPR, CPRA, and Cyber Security requirements in encrypted databases
- Contact centers have the tools to manage personal data "Right to ..." requests.
- Data is only held for an agreed retention period and then destroyed in line with data privacy regulations such as CPRA and GDPR
- Payment taken within the recorded conversation is neither heard nor seen by agents or stored in any systems. This ensures PCI DSS compliance and de-scopes your contact center.
- Secure Call Recording is hosted behind web application firewalls and regularly penetration tested for highest security standards.