

RED BOX CALL RECORDING: THE PLATFORM FOR VOICE AND BEYOND

UNLOCK UNTAPPED VALUE WITH THE PLATFORM FOR VOICE

THURSDAY 27 JUNE 2019 | 2:30 – 3:00 BST



TODAY'S SPEAKERS:



Paul Arigho-Crockett
Manager Enterprise Solutions
4Sight Communications



Matthew Ludlow
Key Account Manager
Red Box

HOUSEKEEPING



Dedicated Q&A session at the end of webinar, questions can be typed in the 'Questions' window on this webinar interface.



Unanswered questions will be emailed to everyone after the session.



All attendees have been muted.



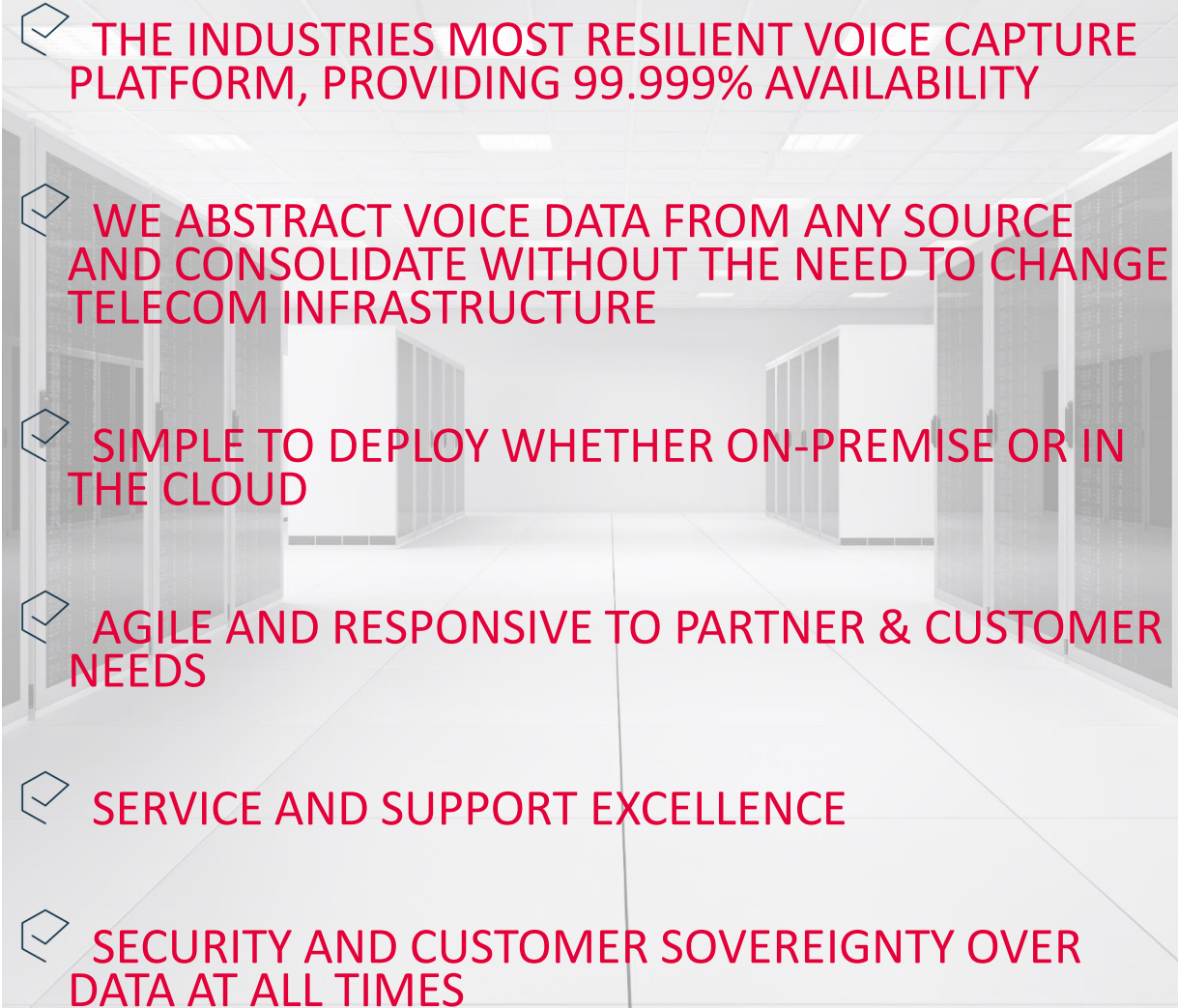
Links to this recorded webinar will be emailed to everyone after the session.

OUR PLATFORM
EMPOWERS ORGANISATIONS
TO CAPTURE, SECURE AND
UNLOCK THE INHERENT
VALUE OF ENTERPRISE WIDE
VOICE

- 
- A grayscale background image of a call center agent wearing a headset and working at a computer. The agent is looking towards the left of the frame.
- WE ARE THE PLATFORM FOR VOICE
 - 30 YEARS OF EXPERIENCE
 - OVER 3,000 CUSTOMERS GLOBALLY
 - 1BILLION + VOICE CONVERSATIONS P.A
 - REGIONAL OFFICES IN HONG KONG,
SINGAPORE, NEW YORK & LONDON

GLOBAL VOICE
PLATFORM DEPLOYED
FROM A SINGLE USER UP
TO 50K+ USERS

THE WIDEST CHOICE OF
ECOSYSTEM PARTNERS

- 
- The background of the list is a grayscale image of a server room with rows of server racks and a tiled floor.
- ✓ THE INDUSTRIES MOST RESILIENT VOICE CAPTURE PLATFORM, PROVIDING 99.999% AVAILABILITY
 - ✓ WE ABSTRACT VOICE DATA FROM ANY SOURCE AND CONSOLIDATE WITHOUT THE NEED TO CHANGE TELECOM INFRASTRUCTURE
 - ✓ SIMPLE TO DEPLOY WHETHER ON-PREMISE OR IN THE CLOUD
 - ✓ AGILE AND RESPONSIVE TO PARTNER & CUSTOMER NEEDS
 - ✓ SERVICE AND SUPPORT EXCELLENCE
 - ✓ SECURITY AND CUSTOMER SOVEREIGNTY OVER DATA AT ALL TIMES



RECORDING CALLS HELPS ORGANISATIONS TO COMPLY, RESOLVE DISPUTES AND SUPPORTS EMPLOYEE TRAINING AND CUSTOMER QUALITY ASSURANCE

- ✓ QUALITY MONITORING AND FACT VERIFICATION
- ✓ RECORD & PROVIDE EVIDENCE OF BUSINESS TRANSACTIONS
- ✓ TO ENSURE AN ORGANISATION IS COMPLIANT WITH INDUSTRY STANDARDS AND LEGAL / REGULATORY POLICIES & PROCEDURES
- ✓ STAFF PERFORMANCE MONITORING
- ✓ LEVERAGE VOICE DATA WITHIN APPLICATIONS SUCH AS AI & ANALYTICS ENGINES, COMPLIANCE TOOLS AND CRM



IN A VOICE FIRST WORLD, VOICE DATA FUELS ANALYTICS, INSIGHT AND INNOVATION



VOICE DATA IS LARGELY UNACCOUNTED FOR & REPRESENTS A MAJOR UNTAPPED OPPORTUNITY

90%

90% of businesses expect data-driven insight to become a key differentiator by 2020*

67%

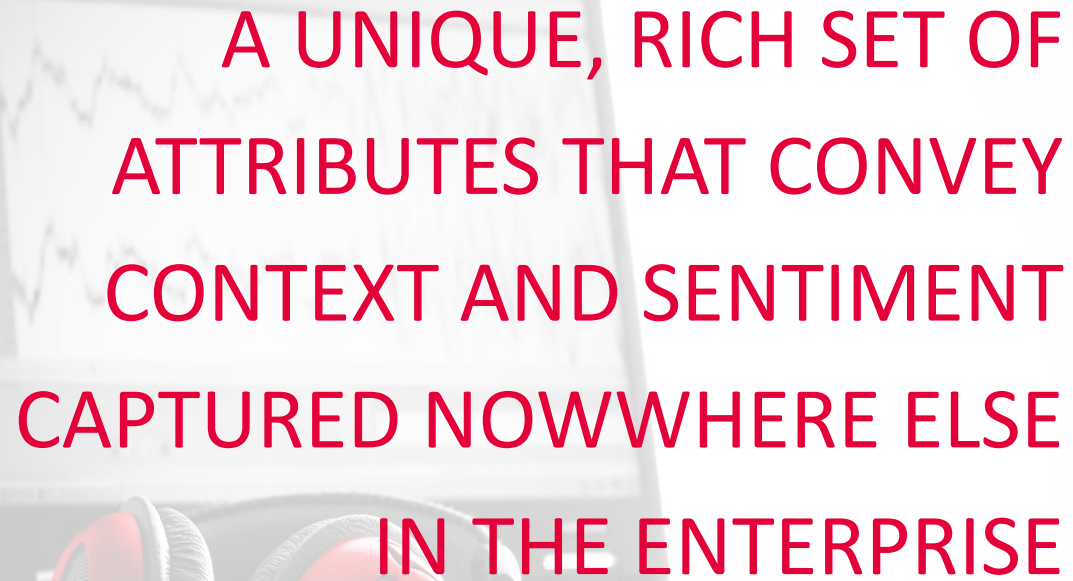
Typically 67% of the data is currently locked**

Source: *Forrester Consulting Study **IBM Marketing Cloud



ADVANCES IN SPEECH
RECOGNITION, AI & MACHINE
LEARNING COMBINED WITH
VOICE DATA PROVIDES
ORGANISATIONS WITH
SIGNIFICANT BUSINESS
OPPORTUNITIES

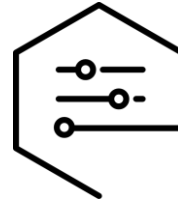
- 
- A background graphic for the list consisting of a light gray grid with several red lines and a red heartbeat line overlaid on it.
- ✓ Optimising customer experience
 - ✓ Security and fraud
 - ✓ Data driving marketing that focuses on the individual
 - ✓ Operational automation
 - ✓ Enhancing employee satisfaction



A UNIQUE, RICH SET OF
ATTRIBUTES THAT CONVEY
CONTEXT AND SENTIMENT
CAPTURED NOWWHERE ELSE
IN THE ENTERPRISE



SENTIMENT ANALYSIS: Language, tone, emotion, intonation & pitch



INTENT: Insights into context



COMMUNICATION: Resolving errors, misunderstandings & problems



ACTIONS: Cause & effect



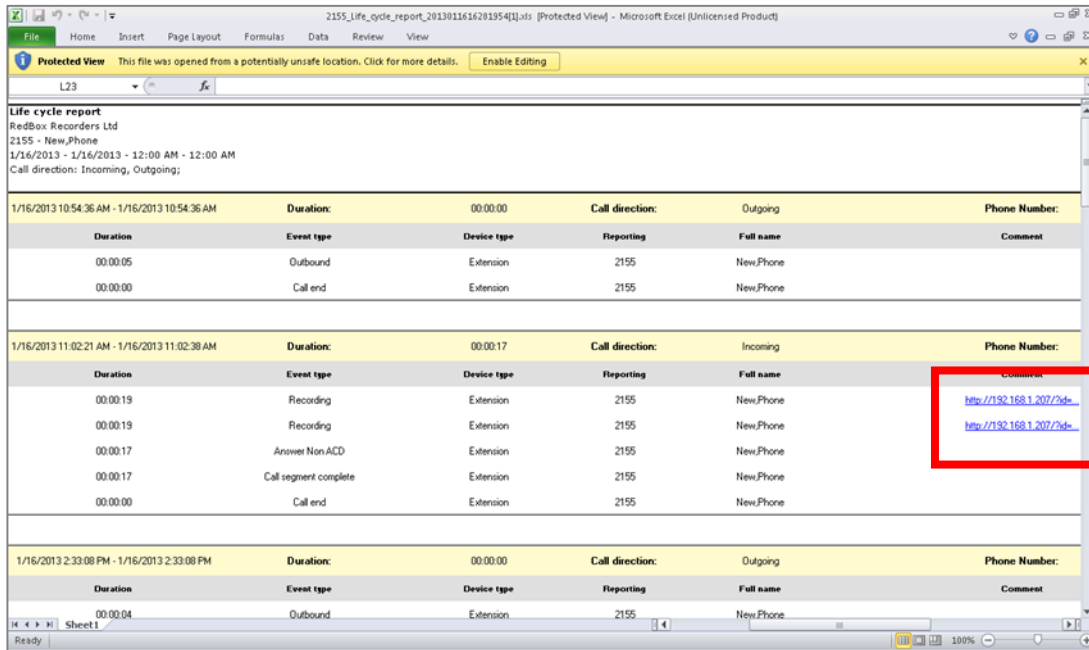


PARTNERSHIPS IN MORE DETAIL...

OUR MITEL OFFERING



- ✓ Fast, flexible and simple deployment for Mitel users
- ✓ Tried and tested integration



Duration	Event type	Device type	Reporting	Full name	Comment
Life cycle report RedBox Recorders Ltd 2155 - New_Phone 1/16/2013 - 1/16/2013 - 12:00 AM - 12:00 AM Call direction: Incoming, Outgoing;					
1/16/2013 10:54:36 AM - 1/16/2013 10:54:36 AM					
Duration:		00:00:00	Call direction:	Outgoing	Phone Number:
00:00:05	Outbound	Extension	2155	New_Phone	
00:00:00	Call end	Extension	2155	New_Phone	
1/16/2013 11:02:21 AM - 1/16/2013 11:02:38 AM					
Duration:		00:00:17	Call direction:	Incoming	Phone Number:
00:00:19	Recording	Extension	2155	New_Phone	http://192.168.1.207/24d-
00:00:19	Recording	Extension	2155	New_Phone	http://192.168.1.207/24d-
00:00:17	Answer NonACD	Extension	2155	New_Phone	
00:00:17	Call segment complete	Extension	2155	New_Phone	
00:00:00	Call end	Extension	2155	New_Phone	
1/16/2013 2:33:08 PM - 1/16/2013 2:33:08 PM					
Duration:		00:00:00	Call direction:	Outgoing	Phone Number:
00:00:04	Outbound	Extension	2155	New_Phone	

Assure Daily System Check

- Mitel Preferred Partner: Mitel Solutions Alliance Program
- Certified across multiple platforms
- MiVB Extension side recording
- MiVB Trunk side recording
- Fully resilient Mitel Flex offering or private customer cloud
- MiCC Integration for call playback
- Multi Line calls – Records calls from any line on handset
- Linked Calls – Automatically links: transfers and calls on hold
- Account Codes – Auto captures agent desktop account codes
- Insight Compliance Suite
- Assure Daily System Check
- Assure Quality of Recording
- Stereo Transcription capability providing higher accuracy



Output:
Unlock the power of Voice



Post Call

Real Time



Input:
Guaranteed secure capture from any source



CRM
ARTIFICIAL
INTELLIGENCE

APPEXCHANGE
salesforce
PARTNER 2019

Microsoft Dynamics

Xdroid

HubStor™

BrandsEye

Refract

Post Call

Real Time

REST API Layer: Unstructured (Audio & Rich Metadata) or Structured (Transcribed Audio Data)

THE PLATFORM FOR VOICE



CONNECTIVITY

Mitel
MSA

CISCO
Preferred Solution Partner

UNIFY
READY

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

MOTOROLA

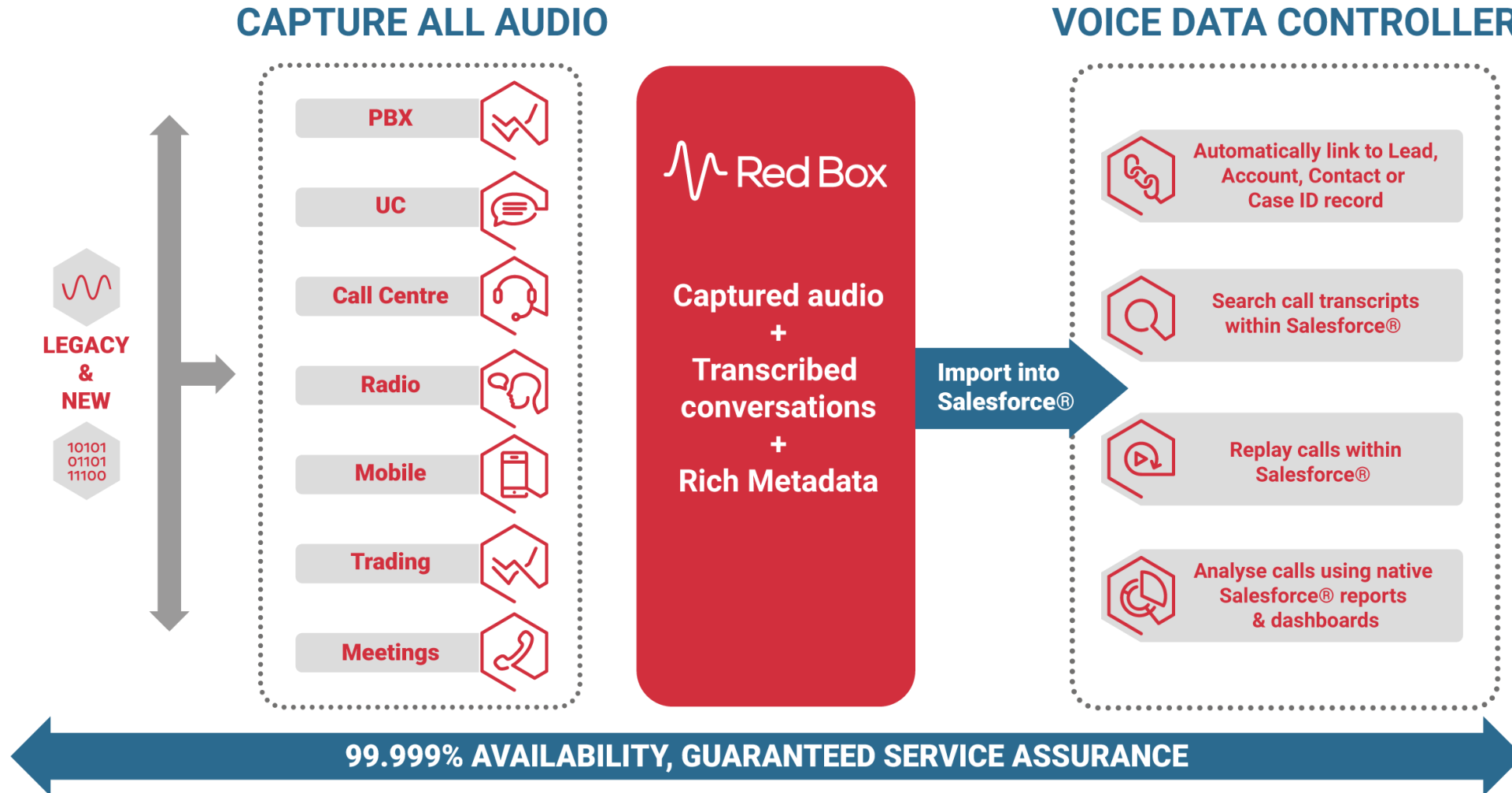


Red Box Voice Data Controller Application



Fuels the best agent & customer experience by enabling secure and accurate mapping of voice conversations to contacts, accounts and leads within Salesforce, ensuring complete visibility of customer interactions in a central location easily accessible by call agents, sales managers and compliance teams alike.







Integrated AI based compliance and archiving with Automated detection of regulatory, corporate compliance and conduct risks

- Supervision at scale
- Reduce organisational risk
- Audit reporting



Solution based AI and ML transforming call centres through speech analytics and keyword detection

- Process 100% of customer interactions
- NPS & CRM integration with ML to reveal opportunities to improve Customer satisfaction



NUANCE

Get more from your voice data with transcribed calls you have a searchable structured data set providing valuable insights

- Customisable language models
- Support for 43 language
- Dates represented in standard numerical format



Call analysis to surface coachable insight, profile key moments and do the heavy lifting required to deliver coaching and feedback

- Reveal what your top performers do differently
- Tag key moments with praise/feedback







in partnership with:



ANY QUESTIONS?

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