4Sight Communications
www.4sightcomms.com
info@4sightcomms.com

4SIGHT

# ASC's *neo* Suite

# Recording, Analytics & Quality Management

## Highlights

- State-of-the-art recording and analysis for complex infrastructures

- Systematic capture and assessment of customer communications

- Solutions for financial institutions, contact centers and public safety organizations

- Compliance with the highest security requirements and regulations such as MiFID II

- Available via the cloud or as on-premise solution

With ASC's solutions users can increase their service quality, protect their assets and react optimally in emergencies.

Challenges of this kind are part of the daily business for companies and public safety organizations. ASC not only captures communications streams, but also evaluates them contentwise and structures this flood of data into valuable information which enhances productivity and decreases costs.

ASC provides solutions to record, analyze and evaluate customer interactions, including fixed-line, mobile voice, chat, video and screen activities. The content of communication becomes accessible and critical information and trends are revealed, providing real-time business intelligence for immediate management action.

ASC's entire portfolio is available as on-premise solution or via the cloud.

# Leading-edge recording and analytics solutions

## Omni-Channel Recording

ASC's _neo_ recording suite cap-tures, saves and archives multiple communication channels including mobile voice, video, and chat for fi-nancial institutions, contact centers and public safety organizations. Sin-ce 1964, ASC has provided innova-tive recording systems to meet the most stringent demands.

## Compliance requirements

Today, companies face the im-posing challenge of meeting regulatory directives such as MiFID II, Dodd Frank Act, and PCI-DSS. ASC's _neo_ solution provides compliance recording with indivi-dual access rights to fulfill the de-mands of work councils. Flexible redundancy scenarios and state-of-the-art encryption mechanisms provide highest reliability and se-curity to comply with legal regula-tions.

## Recording as needed

In case of threat calls, agents can choose to record the entire call at any point during the conversation. Bulk recording preserves all inter-actions to verify transactions and comply with documentation obliga-tions.

## Quality Management

ASC's quality management soft-ware, INSPIRATION_neo_, captures this information and assesses it. Through synchronized recording of calls and screen activities, it helps companies to analyze custo-mer service, marketing campaigns and products. User-friendly reports turn raw data into valuable infor-mation, easily visualized to spot the latest trends. Additional tools en- able the management of processes, eLearning as well as speech and desktop analytics. Staff planning ca-pabilities are available as an additi-onal option.

## Analytics

_neo_ provides a wealth of insights for companies with an otherwise un-manageable number of customer interactions. Trends can be discover-ed and automated evaluations are possible. Filtering incoming commu-nications via speech analytics tools extracts and generates valuable information for any business. Brea-ches of compliance regulations can also be detected and eliminated to fulfill legal requirements and, as a result, heavy fines may be avoided.

## Recording and analyzing via the cloud

Volatile markets and shorter product cycles have be-come a tremendous challenge throughout the busi-ness world. _neo_ has been designed to meet stringent demands of service providers. We provide you with communications recording and quality management as a service whereby capacities and features can be added as needed to react quickly and grow in the long-term.

At 4Sight we have the tools and the expertise to help you with your Cloud needs, with a full range of cloud deployment methods to fit your goals and your budget. To find out more, please contact your 4Sight Account Manager, or email us at info@4sightcomms.com.

4Sight Communications
www.4sightcomms.com
info@4sightcomms.com