

## CentricCorder

CentricCorder is a new generation recording tool available from Centric. for use with Centric. With CentricCorder, Centric users capture, store, and access all caller-CSR interactions regardless of the call type—telephone, web chat, VoIP, e-mail, or voice messages and responses—making CentricCorder a true multimedia recorder in a market still dominated by single media legacy equipment.



With CentricCorder, Centric continues its tradition of technology and market leadership established with Centric. With an all-IP architecture, CentricCorder elegantly and simply delivers leading-edge recording capabilities—capabilities that are often complex and even awkward in legacy systems. Moreover, CentricCorder’s open-standards technology brings customization capabilities not possible with earlier recording technology generations. Centric is an all-IP carrier-class system for service providers and large scale end users supporting multimedia customer interactions via all channels in one high-capacity, high availability, multi-tenant platform. Centric can be deployed as a premise-based call centre or in the network by service providers offering hosted call centre services.

### Benefits to Call Centre Users

- Use recordings as an agent training tool.
- Log all calls regardless of agent location.
- Avoid costly, time-consuming integration by leveraging new generation technology.
- Improve customer service with information from recorded customer transactions.
- Retain unlimited caller sessions on standard storage devices.
- Access new leading-edge logging features, rapidly developed in an all-software product.

### Benefits to Service Providers

- Enhance your service offering with a leading-edge recording tool.
- Gain competitive advantage by offering innovative, integrated recording of telephone, chat, VoIP, e-mail, and voice messages.
- Offer your customers secure access through a browser-based interface.
- Readily customize for service provider customers with CentricCorder’s open-standards architecture.

# CentricCorder Features

## Record all types of calls

- Captures all agent calls, from any channel—e-mail and voice messages, chat, telephone, and Internet voice—providing a complete record of all CSR-caller interactions.
- Compresses audio calls in real time, reducing the size of stored wave files by over 700 percent.
- Stores all sessions automatically in a centrally located database.



## Store all call transactions

- Uses SQL database for easy search and retrieval of call recordings.
- Stores unlimited number of calls of any duration; storage is limited only by physical disk space.
- Archives data permanently via any standard back-up medium – e.g. removable hard drive, ZIP drive, or optical drive.
- Stores full transcripts of chat calls, including URLs of pushed web pages.
- Stores complete thread of email interactions, including agent responses and forwarded mail.

## Access all call sessions

- Access sessions from anywhere with CentricCorder’s browser-based interface.
- Search and select transactions to review based on agent name, call type or date range.
- Review chats and e-mails with robust text-based tools that include chat transcript and e-mail thread management.
- Review audio sessions with embedded media player—no software or hardware required.

