



Veritape: a simple overview of our software

Introduction

Veritape combines a series of six software modules which combine to create a powerful yet refreshingly simple call recording solution.

Flexible to your business' needs, Veritape works with any telephone switch and its low risk rental model requires no capex investment.

To learn more about Veritape, our flexible call recording solutions and how they can be of benefit your business, visit www.veritape.com or call **0845 899 5500**.

Veritape Client: our call recording module

Summary

Veritape Client is our core call recording module and sits at the heart of Veritape's software. It is a fully automated application which means that contact centre agents who use it to record their calls have no active involvement.

What does Veritape Client do?

As well as recording calls, Veritape Client completes multiple tasks behind the scenes which include:

- > Managing agent logins and security checking
- > Managing the configuration of soundcards and telephony equipment interfaces
- > Recording telephone conversation onto the agent's computer and storing data along with the call
- > Compressing completed recorded calls into MP3 format and storing these files, with their call-related data, to a central storage location
- > Creating a local backup and removing expired local backups

Veritape Client is an essential element of Veritape's product suite and one copy is required for each recorded telephone extension or seat.

Veritape Manager: our call search and playback module

Summary

Veritape Manager has been specifically designed for use by contact centre supervisors, managers and trainers. It can be used for a variety of purposes such as completing performance assessments, call monitoring and handling customer queries.

What does Veritape Manager do?

Veritape Manager allows users to complete many different tasks including:

- > Quickly locating and retrieving call recordings
- > Playing, pausing, fast-forwarding and rewinding calls
- > Creating groups for easy monitoring and reporting
- > Emailing calls to other people or copied to network locations
- > Running "easy-to-use" reports for call analysis

And only members of staff with appropriate permissions are able to access calls.

Veritape Manager is an essential element of Veritape's product suite; you can define how many licences you need to cover your managers, trainers and supervisors.

Veritape Call Scoring: our call measurement module

Summary

Veritape Call Scoring is an optional element of our product suite and lets users set their own call evaluation criteria, helping to focus training activities the right areas. Users can set up their own call scoring sheets quickly and easily, tailoring content to their business.

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Veritape Call Scoring: our call measurement module continued

What does Veritape Call Scoring do?

Call Scoring allows users to:

- > Appraise and review calls off-line, in their own time, reducing stress on contact centre agents
- > Save time and money: no waiting for calls to come in – calls are already stored ready for assessment
- > Build detailed individual and team performance reports which can support performance tracking
- > Call Scoring also gives agents the opportunity to self-assess themselves which can help to create an inclusive environment

And, using Call Scoring, your training courses can be assessed objectively and fairly, on a standardised basis.

Veritape Call Tagging: our call labelling & call search module

Summary

Veritape Call Tagging, an optional element of our product suite, lets users label or tag calls with relevant information and search for and retrieve them quickly and easily. Labelling information in this way allows users to categorise calls effectively and sift easily through large volumes of data. This can save them time and money.

How does Veritape Call Tagging work?

Veritape Call Tagging can be implemented in these ways:

1. Manual tagging

An agent enters data manually on screen, during the course of a call. Fields can be pre defined (e.g. enquiry type or call type) or free-form (e.g. notes), to suit your requirements.

2. Auto tagging

This process allows other software applications to pass information to Veritape. This works best when users want to label each call automatically with data straight from the application which agents already use (e.g. a mortgage reference number or a customer ID). Auto tagging ensures that customers need not rely on agents completing on-screen information during a call

– the process is completely invisible to them. (Manual tagging and auto tagging can be used simultaneously.)

Auto-tagging requires some additional simple scripting or coding by your IT team. If you don't have the ability in-house to script or change your applications to automatically tag calls, then Veritape's IT team can configure them for you.

Veritape Call Tagging can give powerful insight into your call traffic and performance – an excellent way to mine business intelligence from your recorded calls.

Veritape Call Control

Summary

This module allows you to start, stop or 'bleep' calls. You have ultimate control over which calls (and which parts of calls) are recorded, and which are not. Veritape Call Control will automatically remove sensitive data from recorded telephone calls. It can be easily integrated with any existing applications (this requires some simple coding/scripting by your IT team). If this is not possible, Veritape can configure Call Control for you, using our ScreenScout technology.

What are the benefits for my business?

Veritape Call Control is a fully PCI DSS compliant solution. Sensitive information such as personal credit card information, sensitive medical data or passwords is removed from individual calls, so you can rest assured that your company is adhering to the rules governing the storage of sensitive data, and your clients can have peace of mind too. (Please see the *PCI DSS* section of our website for more information).

Veritape Call Control is all about flexibility. You can record some calls, while not recording others. You may want to exclude recording for a given customer or choose not to record calls of a sensitive nature (for example, routing callers to patients in hospital beds) although all other calls might need recording.

How does it work?

The application captures actual customer data from pre-defined parts of your web page or application. Using this information, you can automatically:

- > Start, stop and pause a call recording
- > Insert a 'bleep' into a recording
- > Tag or label the recording with any relevant data

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Veritape Call Control continued

An example

Veritape introduced Call Control into a large motor company. Read our case study at www.veritape.com/aboutus/case_studies and see how Veritape Call Control eliminates sensitive credit card data from recorded telephone calls. See a demonstration of Veritape Call Control at www.veritape.com and search for "pci dss demo".

Summary

Veritape Call Control offers a robust and flexible method for controlling call recordings. Particularly relevant in contact centre environments where quick solutions are required, it is quick to implement and offers compelling business benefits. For more information, visit www.veritape.com or call **0845 899 5500**.

PCI SSC Participating Organisation

Veritape is fast becoming a trusted voice and advocate of PCI DSS compliance issues. Veritape is the *only* call recording system accredited by the PCI Security Standards Council as a Participating Organisation. This means that Veritape is the only call recording company which has the opportunity to influence the future direction of the PCI standards as applied to call recording.



PARTICIPATING ORGANIZATION

Veriscope: our speech recognition module

Summary

Veriscope, our speech recognition module, is an optional element of our product suite. It will automatically listen to all your recorded calls and identify key words and phrases.

How does Veriscope work?

Veriscope can alert users to when certain phrases or words are (or are not) used and will let users search as many conversations as required for a given word or phrase.

Veriscope can also automatically categorise recorded calls, based on their content. For example, you may wish to know how many sales calls are being taken. Or you might know that any call containing the phrase "what is your card number?" is a sales call.

Veriscope will automatically listen to and report the number of sales calls – and of course, you can listen to them all. And Veriscope is agent-independent which means that it works in the background and no training is required in order to use it.

Veriscope can be implemented with no changes to your existing IT systems, scripts or to agents' behaviour.

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