



Protect Your Organization and Leverage Intelligence:

The Value of Archiving for Your Unified Communications

Businesses' day-to-day communications are enriched with valuable knowledge, IP, and insights. Whether it's interactions with your customers and prospects, dialogues between your company's employees, or conversations with 3rd party stakeholders, they hold are substantial business value, and potentially business risks. Archiving allows organizations to better manage, analyse, and govern these interactions.

WHAT IS COMMUNICATION ARCHIVING?

Archiving automatically collects and preserves electronic communications such as voice calls, chats, SMS, video meetings, and email from your end-user channels and stores these items in a separate, centralized location.

This provides continuous historical access to your communications with intuitive unified search, preview, playback, exporting, and reporting functionality across all channels in a single, secure, and encrypted platform. Data retention durations are configurable based on business needs.

WHY SHOULD BUSINESSES HAVE ARCHIVING?

With the abundance of interactions being created every day across multimodal channels, organizations can utilize Archiving to safeguard and reap business value from these communications.



Address Disputes and Complaints

Disputes are unavoidable – Avoid the ‘he said, she said’ misinterpretations of the dispute. A call recording is a direct account of what occurred during the phone conversation and can help bring closure to a disagreement. Retain, retrieve and analyze contested calls quickly and efficiently.



Enhance Frontline User Performance

Frontline users are at the forefront of effectively representing your products, resolving issues, and answering customers’ questions. Review interactions for quality, feedback, and coaching. Leverage archived communications to develop skills and expertise for sales, customer service, and support agents.



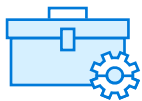
Adhere to Compliance

Preserve communications to comply with industry (HIPAA, FINRA, SEC, IIROC, etc.), state, and local regulations. Retaining these communications is mandatory by some regulators and is a must to avoid costly fines. Stay compliant with Archiving; preserve interactions, enable access controls, provide intuitive retrieval, and ensure tamper-proof storage.



Satisfy Legal Obligations

Produce interactions promptly for litigation cases, investigations, and eDiscovery requirements. Courts, regulators, and internal governance teams can rely on communication recordings as part of an investigation or court proceeding. Easily support identification, collection, and production of electronically stored communications.



Knowledge and Continuity

Whether due to employee turnover, temporary leaves of absence, or having a holistic view of a customer case, organizations can also preserve and share communications, ensuring continuity. Identify and resolve issues faster with Archiving and subsequently ensure higher customer satisfaction and overall experience.



Data Intelligence and Insights

Businesses can analyse and evaluate key themes, trends, and feedback from their conversations. Make more informed decisions, help generate revenue, and increase efficiency to reduce overall operational costs.

REAL-LIFE EXAMPLES



Logistics and Transportation

ORDER CONFIRMATION

Verify and confirm orders based on historic messages and verbal interactions.

Ensure you have the correct summary; re-listen to call records and review messages.

Solution

Archiving with 3 Year Retention



Auto Dealership

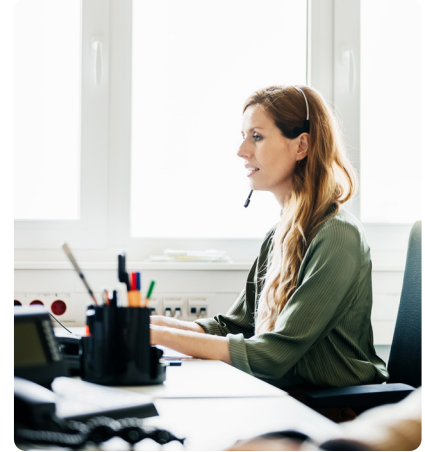
RESOLVE DISPUTES

A dispute has arisen over whether a payment-plan disclaimer was conveyed to a customer.

Recordings provide accurate accounts of conversations and facilitate accurate resolution.

Solution

Archiving with 3 Year Retention



Inside Sales

SALES COACHING

Managers are looking to review sales agent calls for correct selling practices and general performance.

Provide targeted feedback to employees and review agents' interactions over a sample of engagements.

Solution

Archiving with 1 Year Retention

ARCHIVING FOR UC

Our state-of-the-art Archiving platform is more than just information storage, it is designed to preserve and protect your organization's communications. Archiving automatically collects phone call recordings, voicemails, agent chats, SMS messages, video meetings, and more. With fast, powerful, contextual search, millions of files can be queried using dozens of properties in seconds. Choose to store data for as long as the business case requires – with retention options ranging up to ten years.

QUESTIONS? CONTACT US TODAY!