- Simple
- Reliable
- Resilient
- Cost Effective
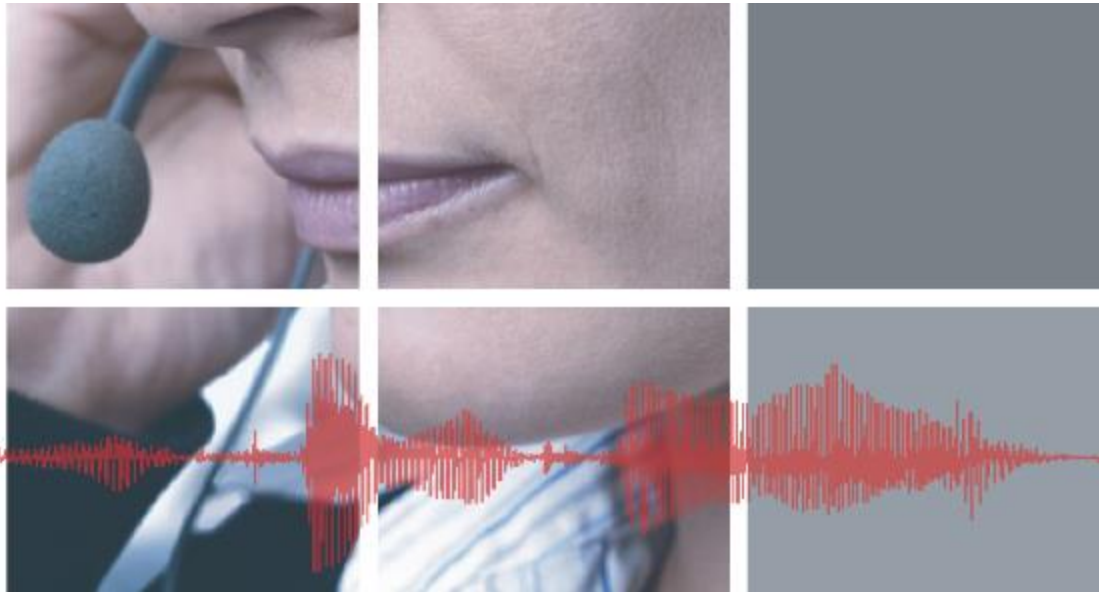
Red Box RECORDERS

Red Box Recorders

- UK Based organisation with over 20 years experience in voice recording
- OEM Product for RACAL, THALES & NICE Systems (Wordnet™)
- Global Presence

Red Box RECORDERS
Simpler smarter voice

Recording Solutions

- Record all Telephony & Radio systems
  - Traditional (TDM), VoIP, Dealerboards, Radio, TETRA, etc.
- Full integration – detailed search and replay
- Record:
  - All calls
  - Specific extensions / devices
  - Record on demand
  - Exclude certain calls / devices
- Simple migration
  - Move from TDM to VoIP – same server, simply update the interface license
- Future proof and green
  - Record any technology in a single server
- Totally browser based
  - Easy to roll out, support & use

Sector Specific Reference Sites

- **Finance** – UBS, Cantors Fiztgerald, Lloyds TSB, Allied Irish, Cooperative Bank

- **Government** – 14 London Boroughs, Dundee City, North East Consortium

- **Contact Centres** – YES Loans, Lastminute.com, Games Workshop, Punch Taverns etc

- **Emergency Services** – The MET, Thames Valley, South Wales, West Midlands, Cambridge and more.

- **PetroChememical** - Chevron

- Education, Transportation, Travel & Leisure, Home Shopping, Health, Military – pretty much all markets, if they communicate over telephones or radio, we record it!

Red Box RECORDERS
Simpler smarter voice

Red Box Customers

- Bradford & Bingley Building Society
- Alliance & Leicester Building Society
- Royal Bank of Scotland
- Anglo Irish Bank
- Hansard International
- Exotics Finance
- Suffolk County Council
- Ashford Borough Council
- HM Land Registry
- Rentokil Initial
- WPA
- Capital International
- Libyan Military

Rentokil Initial

ASHFORD BOROUGH COUNCIL

Alliance Leicester

ANGLO IRISH BANK

RBS
The Royal Bank of Scotland
Make it happen

Bradford & Bingley

Land Registry
Cymraeg

Suffolk County Council

Red Box RECORDERS

Simpler smarter voice

Voice / Call Recording

Red Box RECORDERS
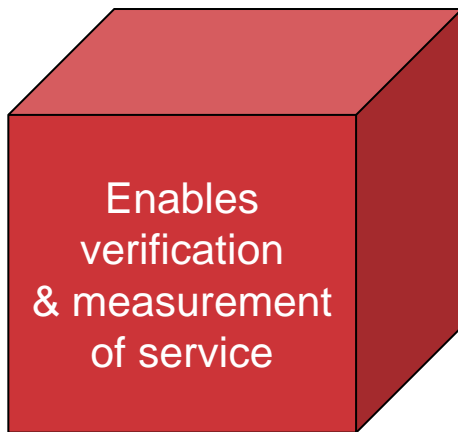
Voice / Call Recording

- Foundation for any Contact Centre
  - Any organisation conducting business over the phone / radio

Enables verification & measurement of service

Bedrock of managing communications
(The foundations)

Measurement enables Management

Red Box RECORDERS
Simpler smarter voice

Delivering Essential Functionality

- Legal and regulatory compliance
  - FSA, PCi, Legal / Internal requirement
- Dispute verification and clarity
- Evidential disclosure
- Decision support & liability protection
- Improved customer service / satisfaction
- Assessment of quality
- Business improvement

Captures interactions for analysis, assessment & decision support

Red Box RECORDERS
Simpler smarter voice
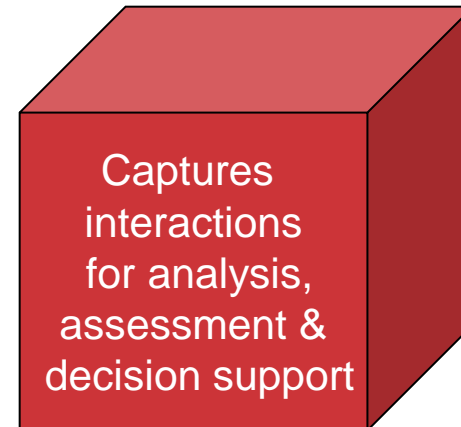
Operational Performance

- Legal or internal dependency on accuracy of verbal communication
- Criticality of caller information (bomb threat, emergency calls, one time communications) Threatening or abusive callers
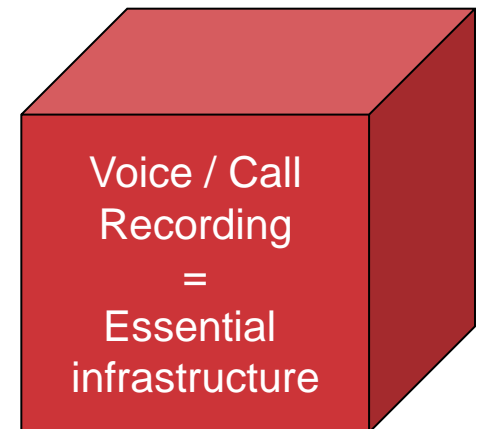- Resolving disputes
- Improving customer satisfaction
- Cost reduction and agent retention
- Protect against fraud
- Developing organisational effectiveness
- Delivering accurate reports or evidence
- Proving operational performance and effectiveness

Red Box RECORDERS
Simpler smarter voice

Voice / Call Recording = Essential infrastructure

Organisational Development

- Effort / Inconvenience / Additional Insight = Additional Investment
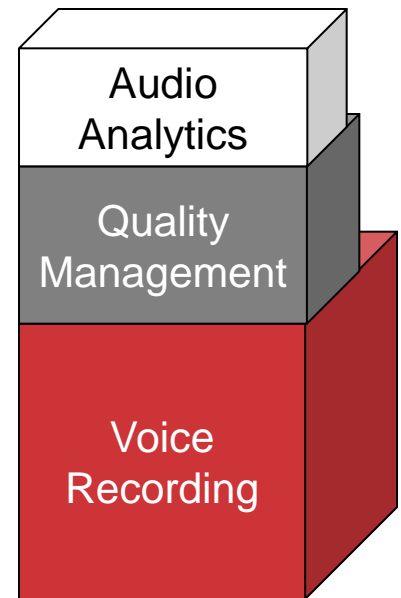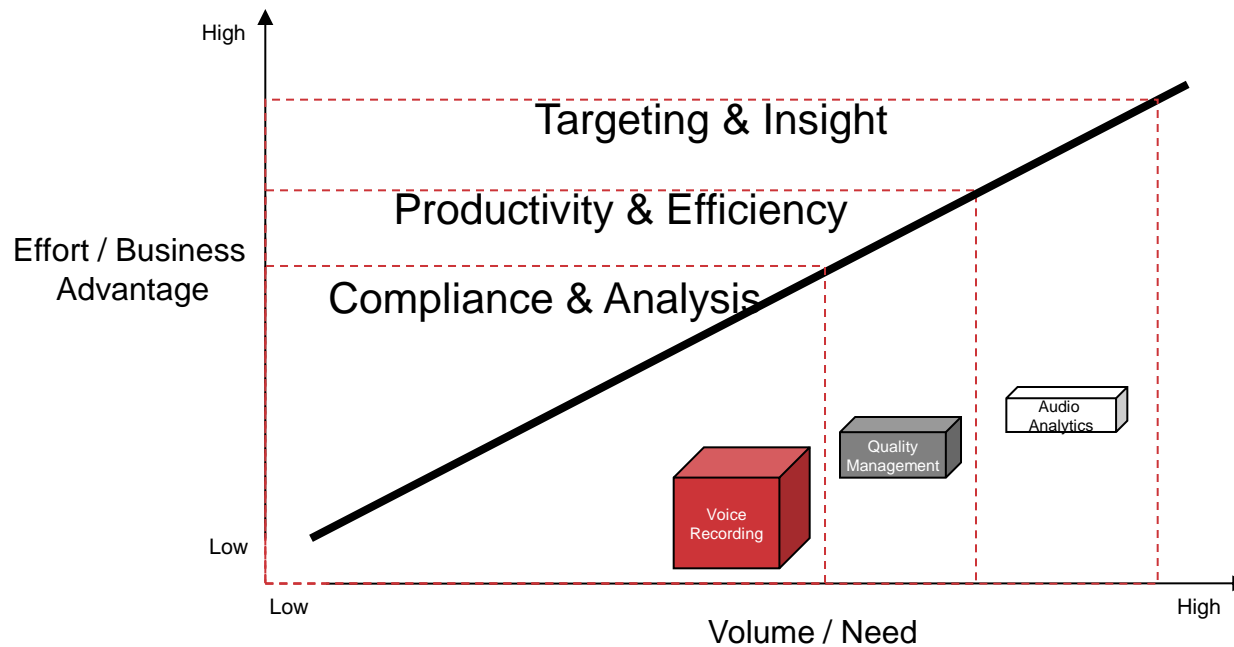
Solution Rollout

- Quality Management – Process improvement & effectiveness
    - Integrated call & Screen replay
    - Forms for assessment & reporting
    - Automated results & reporting
    - Targeted coaching, training & discipline

- Audio Analytics
    - Phonetic based call lists
    - Targeted results based on calls of interest
    - Target, fraud, churn, competitors, abuse, complaints etc.
    - Integrate with Quality Management

Quality Sample /
Audio Analytics
(calls of interest)

Business as Usual

High

Target
For
Improvement

Target
For
Best Practices

Call Volume

Low

Poor   Call Quality   Excellent

Red Box RECORDERS
Simpler smarter voice
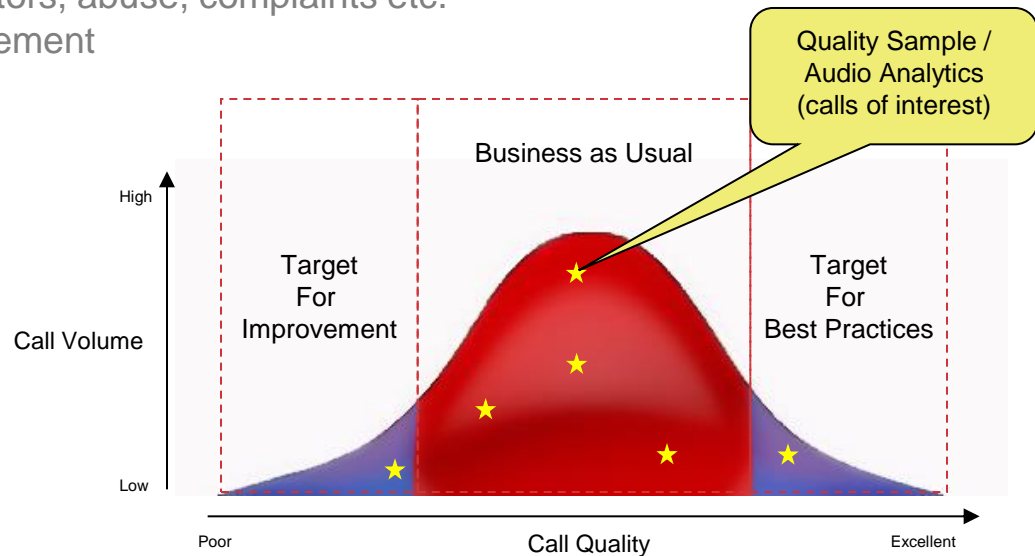
Total Solution

Record ➡ Manage ➡ Improve = Drive Compliance & Performance
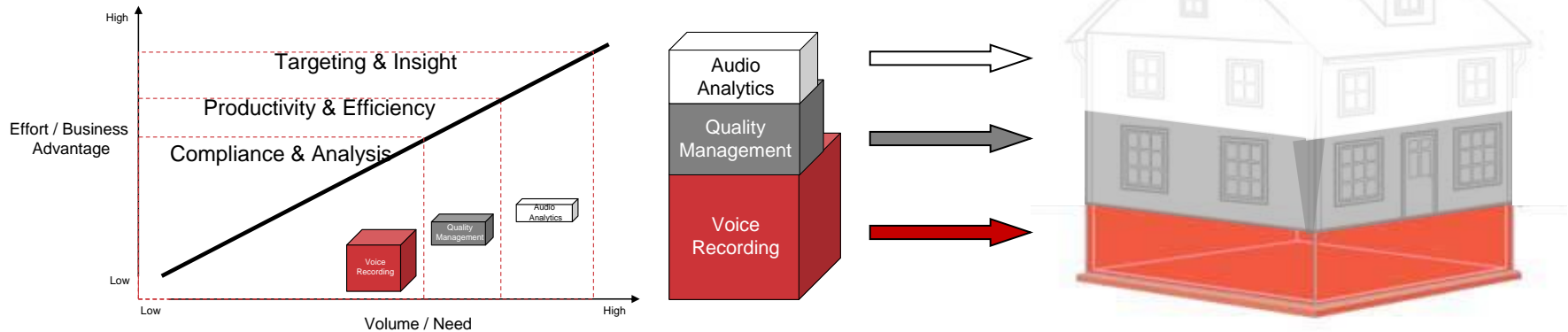
High

Effort / Business
Advantage

Targeting & Insight

Productivity & Efficiency

Compliance & Analysis

Low

Low — Volume / Need — High

Voice
Recording

Quality
Management

Audio
Analytics

Audio
Analytics

Quality
Management

Voice
Recording

Red Box RECORDERS
Simpler smarter voice

Simpler smarter voice

Quantify

Red Box RECORDERS

Quantify Web Based User Interface

- Browser based search and replay interface
- Call details displayed
- Simple easy to use media player style controls
- Pitch corrected variable speed replay
- Loop replay
- Stereo replay
- Spoken time
- Export as WAV file
- Annotation of calls

Red Box RECORDERS
Simpler smarter voice

Favorites   Red Box Recorder - "admin"

Replay

Red Box RECORDERS

Options ∨

Search   ∨∧

Results   ∨∧

Call Start Time:	Call End Time:	Call Duration:	Extension:	Other Party:	Call Direction:	Trunk Name:	Group:	Channel Nar
11 Aug 2009 15:37:10	11 Aug 2009 15:38:26	00:01:17	6219	5219	Incoming			
11 Aug 2009 15:37:10	11 Aug 2009 15:38:26	00:01:17	5219	6219	Outgoing			
11 Aug 2009 15:36:32	11 Aug 2009 15:37:35	00:01:03	6218	5218	Incoming			
11 Aug 2009 15:36:32	11 Aug 2009 15:37:35	00:01:03	5218	6218	Outgoing			
11 Aug 2009 15:36:25	11 Aug 2009 15:37:36	00:01:12	6217	5217	Incoming			
11 Aug 2009 15:36:25	11 Aug 2009 15:37:36	00:01:12	5217	6217	Outgoing			
11 Aug 2009 15:36:19	11 Aug 2009 15:37:10	00:00:51	6216	5216	Incoming			
11 Aug 2009 15:36:19	11 Aug 2009 15:37:10	00:00:51	5216	6216	Outgoing			
11 Aug 2009 15:36:08	11 Aug 2009 15:37:33	00:01:26	6215	5215	Incoming			
11 Aug 2009 15:36:08	11 Aug 2009 15:37:33	00:01:26	5215	6215	Outgoing			
11 Aug 2009 15:35:21	11 Aug 2009 15:36:25	00:01:04	6214	5214	Incoming			
11 Aug 2009 15:35:21	11 Aug 2009 15:36:25	00:01:04	5214	6214	Outgoing			
11 Aug 2009 15:35:10	11 Aug 2009 15:36:32	00:01:22	6213	5213	Incoming			
11 Aug 2009 15:35:10	11 Aug 2009 15:36:32	00:01:22	5213	6213	Outgoing			

Media Player   ∨∧

Replay Speed (%):

20   60   100   200   300

100%

40   80   150   250

11 Aug 2009 15:36:25   00:00:11   15:36:36   11 Aug 2009 15:37:36

Call is authentic:

Digital signature from recorder:
F4576874068642372C2FFC763A36A22B

Calculated digital signature:
F4576874068642372C2FFC763A36A22B

Red Box RECORDERS

Simpler smarter voice

Quantify Call Logging Application

- Collects all incoming/outgoing voice sessions from IP and legacy PBXs

- Records the data and produces analysis in the form of reports, alerts and monitoring

- Results of the analysis can assist companies in the reduction of:
  - Operational costs
  - Improved employee productivity
  - Early detection of fraud and network misuse
  - Better budget control
  - Improved VoIP QoS and optimised network resources

Red Box RECORDERS
Simpler smarter voice

Reporting   **Tables**   **Tariffs**   **System Configuration**   ■ Favorites ■ User: admin ■ Help

Reporting > Dashboard

August, 2009

Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Today: September 9. 2009

Standard Reports
Standard Queries
Traffic Queries
Matrix Queries
Budget Reports
Report Configuration
DATA Module

Outgoing Call Volume

Business   Personal

Incoming Call Volume

Answered   Unanswered
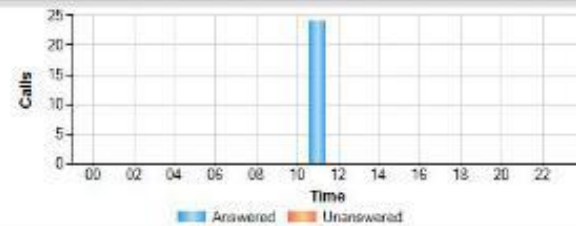
Destination	Calls	(%)	Duration	(%)	Cost (€)	(%)
Undefined destinatio	81	100.0%	21:35:12	100.0%	0.00	0.0%
Total	81	100%	21:35:12	100%	0.00	100%

Ring Time	Calls	Answered	Missed	Incoming Call Exceptions	
Within 10 Secs	0	0	0	Avg Ring Time	00:01:54
11 - 20 Secs	1	1	0	Peak Ring Time	00:03:58
21 - 30 Secs	1	1	0	Avg Duration	00:13:41
31 - 60 Secs	5	5	0	Peak Duration	00:28:00
Over 60 Secs	17	17	0	Peak Call Period	11:00
Total	24	24	0	Missed Calls	0%

Recent Calls | Extensive Talkers | Expensive Calls | Frequent Destinations | Frequent Callers | Expensive Talkers | Expensive Destinations

Time	Duration	Ring Time	Device	Trunk	Dialed number	Call type	Cost (€)
11:54	00:03:17	00:00:00	002	135	086133993	O	0.00
11:54	00:04:42	00:01:43	002	137		I	0.00
11:54	00:07:09	00:00:00	002	137	0084982047246	O	0.00
11:54	00:09:26	00:00:00	002	131	068869791	O	0.00
11:54	00:10:24	00:00:00	002	132	1770226547	OP	0.00
11:54	00:10:30	00:00:00	002	133	2698864	O	0.00
11:54	00:11:16	00:00:00	002	133	0076803754532	O	0.00
11:54	00:12:22	00:00:00	002	137	0030855054515	O	0.00
11:54	00:12:56	00:00:00	002	131	6853874	O	0.00
11:54	00:14:45	00:00:00	002	135	6593370	O	0.00

Full Report   Help

PhonEX ONE

MIND
Call accounting & billing

Red Box RECORDERS
Simpler smarter voice

Quantify Virtual Observer

Reducing costs and increasing productivity and revenue

Reduce Costs
- Reduce Monitoring Time
- Reduce Evaluation Time
- Reduce "New Agent" Training Time
- Reduce Repetitive Coaching
- Reduce Talk Times
- Reduce Agent Turnover
- Detect Agent Inadequacies

Increase Productivity
- Improve Supervisor Performance
- Create Targeted Training Programs
- Create "Better Trained" Agents
- Improve Agent Consistency
- Improve Agent Performance and Morale

Increase Revenue
- Retain Experienced Agents
- Provide Better Customer Service
- Improve Customer Satisfaction
- Improve "Time to Market" for Products

Red Box RECORDERS
Simpler smarter voice
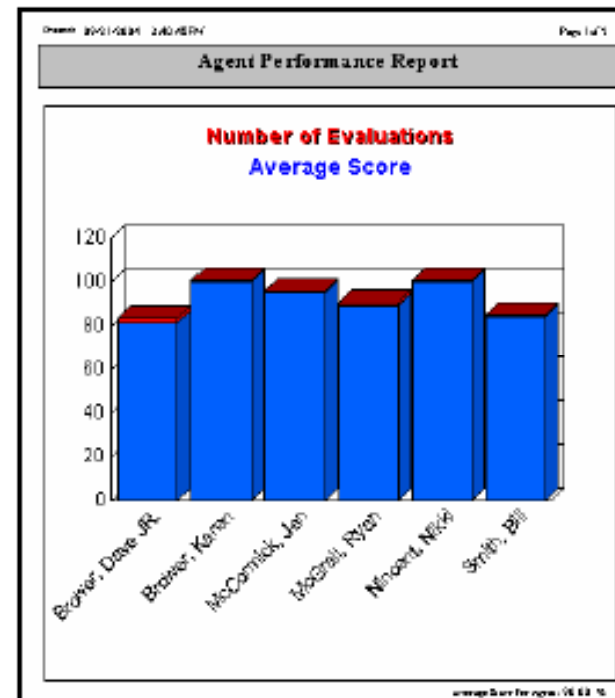
Quantify Audiofinder

- AudioFinder phonetic indexing technology
- searches on the spoken word content contained within the media
- Automates the review process
- Eliminates the errors caused by fatigue, boredom and other distractions that typically result from human listening.
- Returns highly accurate results regardless of audio quality, speaker accents, dialects, slang, and non-standard grammatical patterns

Red Box RECORDERS
Simpler smarter voice

Media

MEDIA LIBRARY
- (67) CC Expo
MEDIASETS
- (8) ANY{"make money" 70}

▶ (67) CC Expo ▶ (14) "double id"

Spoken Phrase (1)   Metadata Filters

double id

Threshold
70

Find files that do   contain ANY of these Phrases

Timing: Anywhere in audio   0   Sec

Search using Custom   Threshold

Optimize Pronunciation   Saved Pronunciations

Reset   Add Phrase   Search

Viewing files for: ANY{"double id" 70}   Engine Idle

File Name	Duration	Status	Relevance
SNO-186.wav	00:03:35	Indexed	97.95
SNO-188.wav	00:01:57	Indexed	93.98
SNO-223.wav	00:07:48	Indexed	90.42
SNO-217.wav	00:12:55	Indexed	85.25
SNO-193.wav	00:04:18	Indexed	82.68
SNO-170.wav	00:01:01	Indexed	82.41
SNO-220.wav	00:10:57	Indexed	79.69
SNO-232.wav	00:01:52	Indexed	77.94
SNO-218.wav	00:32:34	Indexed	77.22
SNO-228.wav	00:17:54	Indexed	75.50
SNO-207.wav	00:18:27	Indexed	72.06
SNO-173.wav	00:04:42	Indexed	71.59
SNO-213.wav	00:20:24	Indexed	70.97
SNO-194.wav	00:06:04	Indexed	70.87

Search History

Delete All   Queue

- (8) ANY{"make money" 70}
- (67) CC Expo
  - (14) ANY{"double id" 70} (07/10/0
  - (8) ANY{"make money" 70} (23/09/
  - (8) ANY{"make money" 70} (23/09/
  - (8) ANY{"make money" 70} (22/09/
  - (2) ANY{"ricochet" 67} (22/09/09 0
  - (8) ANY{"make money" 70} (22/09/
  - (1) Notes/Flags/Loops Text is trade
  - (8) ANY{"make money" 70} (17/09/

Metadata - SNO-170.wav

Name	Value
Created On	09-16-09 14:09:52
Duration	00:01:01
File Extension	wav
Index Languages	NA English Tele 6kHz VOX...
Last Modified	05-02-05 20:33:44
Reviewed	False

Edit...

Hits   Flags   Loops

Hits - SNO-170.wav

Term	Score	Start Offset
double id	82.41	00:00:20.9

Media Player

Now Playing: SNO-170.wav

Position: 00:00:00.0

Create Flag...

Playback Loop

☑ Auto-play selected file
☑ Show Language Tracks
☐ Hide background Hits

Volume
Speed
60   80   100   120   140
Slower   Normal   Faster

Start | Red Box Recorder - "ad... | Quantify AudioFinder ...   15:34

Red Box RECORDERS
Simpler smarter voice

Quantify Event Reconstruction

- Multiple channel replay application

- Correlate a single event reconstruction

- The ability to select and sort through communications to locate the correct communications from multiple devices and sources

- Multiple file output formats and functionality to make the process fast and efficient.

Red Box RECORDERS
Simpler smarter voice

Red Box RECORDERS

Options ⌄

Search ⌄⌃

Results ⌄⌃

Mon, 7 September 2009, 00:00 >> Mon, 7 September 2009, 23:59

Results | Playlist

"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"
"None Specified"

Channel Name

Channel Name

Playlist Options

26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48

07/09/09   11:27:44

Navigator

Media Player ⌄⌃

Red Box RECORDERS
Simpler smarter voice

Simpler smarter voice

Thank You

Red Box RECORDERS