Intuitive Communications Recording
As we move towards the digital age, implementation of stringent controls and regulations by relevant authorities across various industries have led to a proliferation of information logging systems that enable contact centres to record, track, audit and archive communications interactions between callers and contact centre agents.

In today’s competitive world, one key factor that distinguishes one organization from the other is customer service. Getting to know one’s customers are getting to know one’s business. Merely recording communications interactions are not enough. You need more information from your contact centre to know your customer. Having in-depth knowledge of your organization’s customers’ profile, trends, requirements and feedback gives you an insight to your business and the edge to stay ahead of the competition.

The Veriva Sentinel Interactive Communications Recording System has been designed to meet the day to day challenges of contact centres. Suitable across multiple industries from financial trading rooms, customer service centres, public safety control centres, the Veriva Sentinel provides you with a reliable and resilient solution across an enterprise environment.

Veriva Sentinel understands that every organization is different. With a flexible architecture and customizable requirements, the Veriva Sentinel offers scalability from the smallest contact centres with basic features to large scale contact centres with data mining functionalities and 3rd party integration.

### Sentinel Capturing Customer Interaction

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### Features

- Mix telephony interfaces on a single platform
- Meets compliance regulations across multiple industries
- Records both audio and data communications for every customer interaction
- Triggers recording via Voltage, Vox, D-Channel or Continuous Settings
- Flexible configurable administration to meet different business rules
- Live audio streaming across IP based networks
- Compatible with leading digital PBX and dealerboard manufacturers
MIX TELEPHONY RECORDING PLATFORM
Not every organization has the same type of telephony system across the network. Veriva Sentinel enables you record and manage different type of telephone interfaces over a single interface. All customer interactions originating from analog PSTN, digital PBX, dealerboard and ISDN telephone interfaces can be captured on a single platform.

SCALABLE OPEN ARCHITECTURE
Veriva Sentinel is designed on a flexible and expandable open architecture concept using off the shelf PC components running on Microsoft Windows operating system. Your organization no longer incurs high maintenance costs and overheads that are very often link with proprietary systems.

FLEXIBLE AND CUSTOMIZABLE BUSINESS RULES FOR RECORDING
Capturing customer interactions based on Continuous Recording, Selective Recording, Scheduled Recording, Record On Demand and Record on External Trigger are all possible with the Veriva Sentinel. Your contact center is your business. Flexible business rules allow your organization to manage and supervise your contact centre according to your internal audit policies and compliance procedures. Seamless integration with 3rd party applications or your organization’s existing applications is also possible with our API connectivity kit.

ENTERPRISE SUPERVISION, RECORDING AND MANAGEMENT
Whether your organization manages a single contact centre or multiple contact centers, Veriva Sentinel offers your network administrators and contact centre managers to supervise, manage and access recorded data easily over any LAN/WAN/Internet connection. Every user’s access control privileges are definable and customizable according to their access level within the organization. System administrators can easily create, track and manage system users remotely via an IP connection.

WEB-BASED INTERACTIVE PLAYBACK
Data records can be retrieved based on a combination of criteria including date, time, caller ID, dialed number, agent, channels, remarks and tagged flags. Contact center supervisors can tag call records by different colour flags or add remarks for future reference. Additional criteria can be added to meet individual contact center’s requirements. All access to data records are via a browser based interface. Users can select one call or a combination of calls for playback over network.

LIVE MONITORING OF CHANNEL ACTIVITY
Monitoring of channel activity, ongoing conversations and channel status can be done with the Veriva Sentinel intuitive interface or desktop applications. Real-time monitoring has become a key factor in ensuring the productivity of agents. Live channel statuses displayed by relevant colour codes, with the total number of calls for today by channel is displayed.
CALL CENTRE SOLUTION MODULES

Call centre business is one of the fastest growing industries in the world, driven by small and large organizations with simply a need to provide a centre to serve customers. Being a provider of call centre solutions, we have included some essentials in call centre business that is discussed here.

Automated Call Threshold Monitoring System for Call Centres

Benchmarking Techniques in a Call Centre Industry

Dashboard Metrics with Call Centre KPIs

Essential Call Centre KPI Scoring

Greater Call Volume with Predictive Dialers

Instant Retrieval & On Demand Recording for Agents & Supervisors

Live Monitoring, Coaching & Support for Contact Centre Agents

Live Screen & Voice Recording Suited for Call Centres

Multi-system Remote Alarm Monitoring for Hosted Call Centres

Supporting Clients with Remote Desktop Functionalities

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