

Keep your words



The **Verba Recording System** is a state-of-the-art call recording and quality management solution for unified communications platforms. Deployed at leading financial institutions, security companies and contact centers, **Verba** helps organizations better manage risk and compliance, develop quality assurance and increase productivity to enhance their business.

Verba Recording System changes the game

Verba takes an innovative approach to call recording and quality management by offering a product with more features, better technology and a lower price point with the ability to record all media in a single, unified system that's easy to use, quick to search and accessible anywhere at any time.

Providing a true unified recording solution by capturing voice, video and telepresence calls, Verba recording solution is ideal for contact centers (customer service, telemarketing, telesales), energy and utility companies, financial services providers (banking, credit card operations, trading floors), government agencies, healthcare organizations, law firms, market research companies, media organizations, security providers and small businesses.

Companies can leverage the Verba Recording System in key business applications such as legal compliance management, quality assurance, risk mitigation, verbal agreement archiving, best-practice training, centralized dictation, conference recording, dispute resolution, interview recording and threat handling.

Keep your words

Key features and benefits

The Verba Recording System offers a versatile set of functionalities in order to support the various business requirements. The following list provides a quick overview about the capabilities of the system:

Unified recording

- Supports leading unified communication and contact center system vendors like Cisco, Avaya, Microsoft, BroadSoft and others
- Offers flexible recording modes including full (always-on) recording, selective recording and complete call-on-demand recording
- Provides options for various recording methods such as dial-in recording, passive recording and RTP forking
- Offers a unified approach for voice, video, telepresence and agents' computer screen
- Delivers powerful deployment models including centralized recording and multi-site/branch office architectures
- Offers a complete performance and quality management solution for contact centers including agent evaluation, scoring, silent monitoring, screen capturing, and enterprise grade reporting with customizable dashboards.
- Provides an easy-to-use and feature-rich web-based user interface that's accessible from anywhere at any time
- Quick and easy tools allow users to search and list recordings using any meta-data information
- Media recorded with Verba can be shared across the enterprise for further usage through the built-in Publishing Server
- Playback functionality is available right in the browser window - no need to install client applications

Enhanced security

- Multi-level access control enables companies to define who can access what, and which actions they can take with audit trail and change log history
- Recorded call protection and secure access control are standard features
- Separated administration and business authorization roles
- Provides a full audit trail of all user, supervisor and administrator activities
- Single-sign-on support
- Based on open industry standards including AES, HTTPS and SSL/TLS

Enterprise-IT-friendly capabilities

- Optimized libraries powered by Intel offer unmatched performance
- A software-based solution, designed to support modern IT infrastructures that use common and standard hardware solutions and server virtualization
- Enterprise monitoring module sends configurable alerts through email and SNMP

Keep your words

- Recorded data management provides a sophisticated storage policy framework that allows companies to define rules for data retention and control the recorded data lifecycle
- Seamless integration with SAN-based storage solutions for online operation and archive

Keep your words

References

Verba Recording System is installed at more than 500 customer sites in across 25 countries.

General Banking	<ul style="list-style-type: none"> ▪ ING Bank ▪ Erste Bank ▪ Intesa Sanpaolo
Financial Services	<ul style="list-style-type: none"> ▪ East Capital ▪ Schneider Trading ▪ Ernst & Young
Credit Card Operations	<ul style="list-style-type: none"> ▪ MasterCard ▪ MSI Merchant Services
Telecom Provider	<ul style="list-style-type: none"> ▪ Telekenex ▪ DGC
Healthcare	<ul style="list-style-type: none"> ▪ B. Braun ▪ Reykjavik Hospital
Government	<ul style="list-style-type: none"> ▪ Swedish National Debt Office ▪ Icelandic Ministry for Foreign Affairs ▪ Ministry of Interior and Administration of Poland
Customer Services Call Centers	<ul style="list-style-type: none"> ▪ Vodafone ▪ Sagem
Security	<ul style="list-style-type: none"> ▪ Securitas ▪ Svensk Bevakningstjänst ▪ Loomis
Defense	<ul style="list-style-type: none"> ▪ Raytheon ▪ Republic Guard of Hungary
Utilities & Transit	<ul style="list-style-type: none"> ▪ Fort Pierce Utilities Authority ▪ Trimet

Upon request we can provide details and key characteristics of the individual implementations. Verba Technologies has also worked with many system integrators and value added resellers.

Keep your words

Key differentiators

<p>Unified call recording</p>	<p>Verba provides unified recording solution for voice, video, telepresence and agents' computer screen recording. There is no other solution that combines all media in a single system.</p>
<p>Friendly and better services</p>	<p>Verba Technologies offers streamlined and efficient processes to provide dedicated support center servicing customers and partners. Installation, training and support can be done online, remotely. Verba customers often say that the software is faster to install and easier to use than others they have tried.</p>
<p>Integrated quality management</p>	<p>Verba Performance and Quality Management solution is an optional building block of a complete portfolio for contact centers. Agent evaluation and scoring, screen capturing, silent monitoring and enterprise grade reporting with customizable dashboards are the key components of the system.</p>
<p>Easy-to-use web-based user interface</p>	<p>The feature-rich web based user interface provides all the functionalities for the users, supervisors, managers and administrators. The streamlined interface shortens or eliminates user training times. There is no need to install any client applications, resulting in reduced operation and maintenance costs.</p>
<p>Flexible and easy license policies</p>	<p>Verba's licensing policies are simple and transparent without any hidden costs. The different Editions offer the most features at very competitive prices with simple and cost effective user-based licensing. With our solution you have a low Total Cost of Ownership (TCO) and you can also customize a solution to fit your individual business needs.</p>
<p>Interoperability and open standards</p>	<p>The secure, web-based access provides open architecture using standard protocols (HTTP/HTTPS). The media storage infrastructure is based on open, industry standards; conversely non-standard media formats lead to customer lock-in or prevents customers from replacing the solution in order to keep the recorded media. Integration with third party solutions such as web intranets, CRM, existing managed SQL Server clusters, SAN/NAS storage solutions, etc. No more</p>

Keep your words

	closed, proprietary systems without industry standard API interfaces.
Standard hardware	Most of the other solutions are appliance based systems without the options to upgrade or easily replace hardware components. The Verba Recording System is designed to support today's IT infrastructures and architectures, which are utilizing common and standard Hardware solutions and virtualization. With Verba, you can choose your own server or blade platform based on your preferences and you can also deploy Verba components on VMware systems. Customers can increase hardware capacity by simply reinstalling the system at any time. No more hidden, proprietary Hardware costs and limitations.
State-of-the-art multi-site/branch recording architecture	The Verba Recording System is a fully centralized solution with distributable system components. It has a proven architecture with hundreds of reference sites all around the world. The remote sites or branches are running a lightweight store and forward module called the Recording Server while at the main site, the Media Repository component is installed, which provides centralized storage, playback, administration and archiving. Main benefits: very low Operation and Maintenance costs due to the centralized management, storage, archiving and playback; WAN failure resilient since the Recording Server components are able to work without the central Media Repository and can synchronize the recorded media when the WAN link is up again.

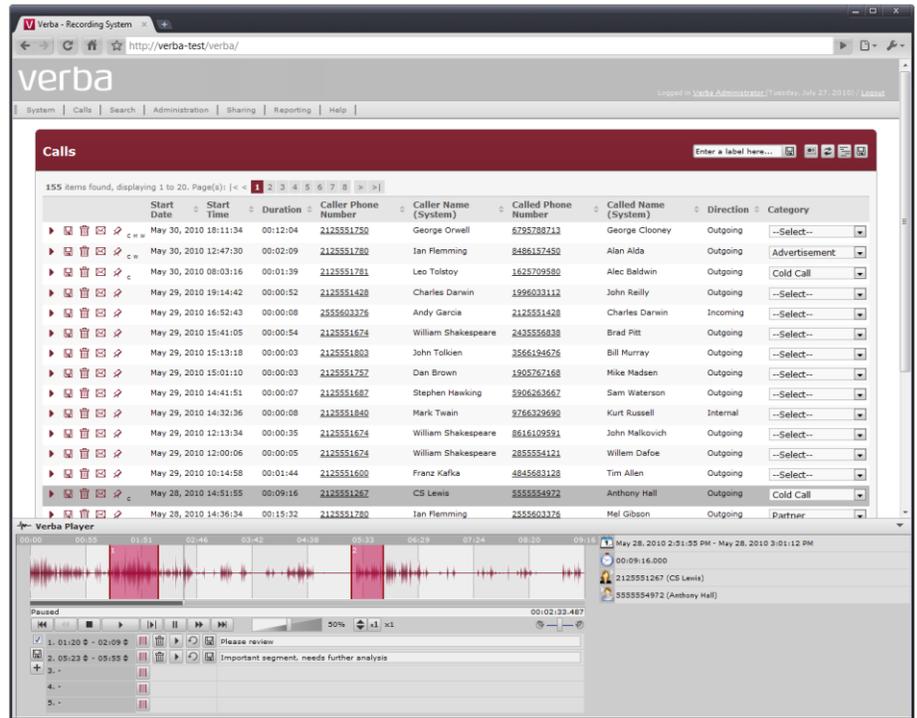
Keep your words

Recording architecture and supported systems

Supported media types	<ul style="list-style-type: none"> ▪ Voice ▪ Video ▪ Telepresence ▪ Agents' computer screen
Supported telephony systems	<ul style="list-style-type: none"> ▪ Cisco ▪ Avaya ▪ Microsoft ▪ BroadSoft ▪ IP Trade ▪ Standard SIP solutions
Supported recording technologies	<ul style="list-style-type: none"> ▪ Passive recording method for SCCP and SIP phones ▪ Passive recording method for SIP trunks ▪ Central recording method utilizing RTP forking in Cisco environments ▪ Central recording method utilizing RTP forking in Avaya environments ▪ Central recording method utilizing conference resources in Microsoft environment ▪ Video and Telepresence recording ▪ Dial-in recording ▪ Desktop screen capturing
Supported recording methods	<ul style="list-style-type: none"> ▪ Full, automatic recording ▪ Selective recording ▪ On-demand recording

Keep your words

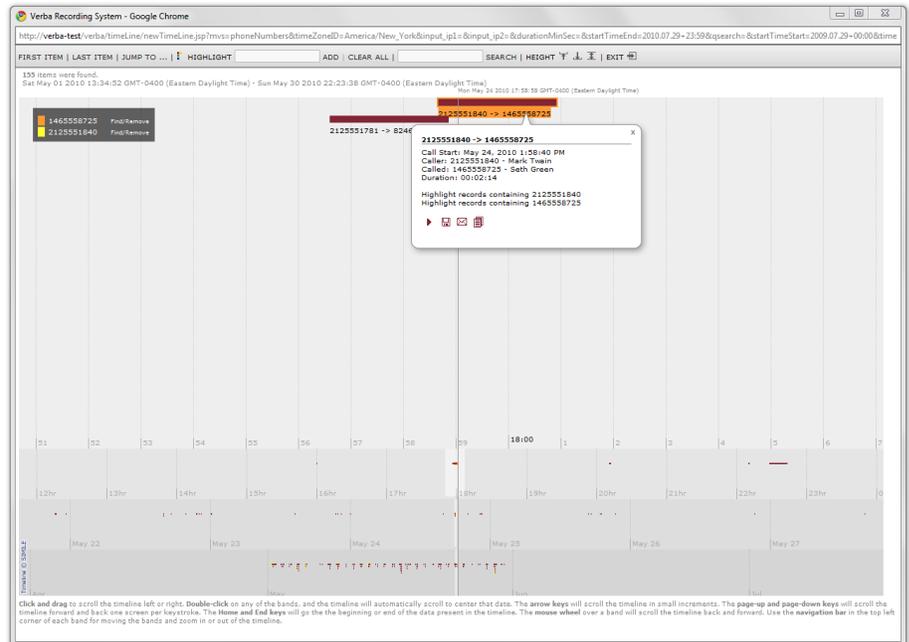
Searching and Listing



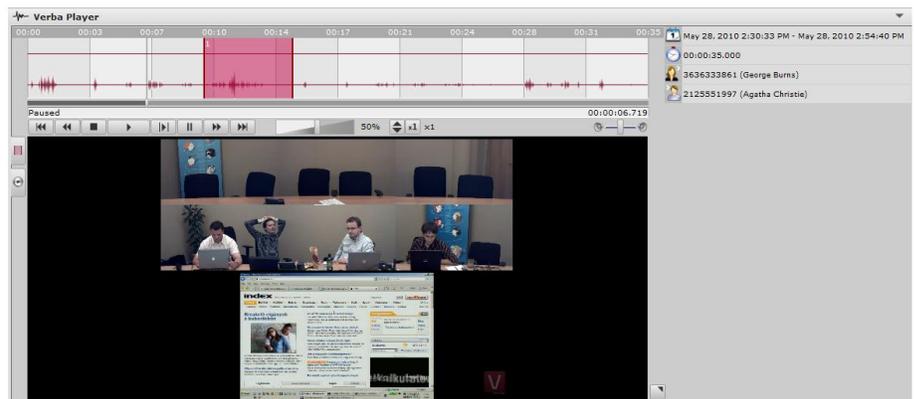
The feature-rich web based user interface provides the searching and listing functionalities. The following list briefly summarizes the available features:

- Multi-level access control to provide mechanisms to define who can access what and what actions they can take.
- Easily define search queries including any meta data fields: call start date and time, duration, calling and called party information including phone numbers and names, comments, etc. Additionally, customers can configure custom fields to capture any relevant information about the calls.
- Powerful search result lists with sophisticated features like ordering, paging, one-click action for playback, download, delete, etc., additional filtering options to focus on certain calls, export options to XLS, PDF or RTF.
- The timeline viewer provides a unique and user friendly data visualization method with enhanced controls like scrolling, zooming, filtering and highlighting.

Keep your words



Playback Experience



The Verba Recording System provides an unmatched playback experience for the users. The following list summarizes the most important features of Verba Player:

- Web based: playback functionality is available right in the browser window, no need for installing client applications (any client computer equipped with Microsoft Windows Media Player can use Verba Player)
- Enhanced player controls: in order to fine-control the playback Verba Player provides sophisticated playback controls like: play, pause, stop, play selected, begin, end, fast

Keep your words

forward, fast reverse, playback speed control, volume control and stereo channel control.

- Markers: markers allow users to highlight and annotate certain parts of the recorded conversations, and share this information with other users in the system. Markers can be placed manually using the intuitive Verba Player or the Verba XML Service on Cisco IP phones during the call (if you reached an important part of the ongoing conversation, just hit a button on the phone and you will be able to get back to that section of the call quickly and easily later and add additional comments or let a supervisor review that portion). Markers can be also placed by any 3rd party application using a standard API, so important events like placing an order, etc. can also be marked during the phone conversation. Another useful feature of the markers enables users to export and download the marked segment of the call to standard WAV files. The effective utilization of the Verba Player marker functionality allows organizations to increase productivity by reducing time required to find important and relevant parts of the recorded interactions.
- Waveform display: call visualization provides a unique view of the recorded voice conversations and allows users to easily position to those parts of the calls where actual speech is happened.
- Video: Verba Player not only allows users to play back voice recordings, but provides advanced capabilities for video recordings playback as well. Whether it is a computer screen recording or a telepresence call/conference recording, Verba Player provides the same controls and functionalities available for voice recordings in a seamless way.

Enhanced Security

Recorded call protection and access control are key features of the Verba Recording System. The solution is using open industry standards like SSL, HTTPS and AES. Security of recorded calls is ensured by numerous special features:

- HTTPS web interface with user authentication provides secure communication between the Media Repository and web clients. The system uses SSL authenticated channels between the Recording Servers and the Media Repository during recorded call transfers and signaling.
- Multi-level access control mechanism (privilege groups, permissions, etc.) enables flexible adaptation to the enterprise's security and business rules. The web application interface includes several other security features: support for four eyes principle, support for token-based strong authentication, user lock-out mechanism, configurable password policies, full audit trail

Keep your words

Reliability and uptime

The Verba Recording System provides several functions to increase reliability and uptime in order to support mission critical environments. A brief overview about the most important features:

- Recording service survivability - all recording services in the system are able to do their job on their own, even if other service failures occur (e.g. the database service goes down, the recording service can still continue its operation).
- High availability – the system support HA deployment models, where none of the system components is a single point of failure. Depending on the applied recording technology, the recorders are deployed in a redundant way to ensure the high availability for the solution.
- The Verba Recording System is a software-only solution, installed on regular Intel based PC servers. The configuration of the servers can also increase reliability: redundant disk arrays, redundant power supply, etc.

Capacity and expandability

The Verba Recording System has outstanding performance figures due to the carefully designed system architecture and process optimization using Intel performance libraries and multi-threading tools. A single Verba Recording Server is able to record up to 500 simultaneous calls depending on the recording method, codec, etc. There is no limitation for the number of Recording Servers in a single deployment. The following list provides some information about the performance of the system in real life scenarios:

- Largest archive: 10,000,000+ calls online searchable
- Highest volume: 50,000+ calls per day in one system
- Most phones: 6,500+ recorded phones on one system
- Highest performance: 550+ simultaneous calls on one server
- Most sites: Recording of 65+ locations in one system
- Best compression: 320+ hours per 1 Gigabyte

Keep your words



About Verba Technologies

Verba Technologies is a leading provider of call recording and quality management solutions for unified communications and contact center platforms. A state-of-the-art call recording solution, the Verba Recording System supports voice, video and telepresence devices. Founded by industry veterans from the call recording, unified communications, contact centers and software development fields with over 60 years of combined experience, Verba takes an innovative approach to call recording by offering a product with more features, better technology and a lower price point.

Contact us to learn more about how the Verba recording solution can help you enhance your business to gain a competitive edge: www.verba.com

Headquarters

Verba Technologies, LLC.
180 Main Street, Suite 2100
Hackensack, New Jersey
07601
USA
T: 1 888 90 VERBA
info@verba.com

Europe

Verba Technologies, LLC.
Solna strandväg 78
Solna
17154
Sweden
T: +46 8 4030 9616
info@verba.com

Unauthorized use, duplication, or modification of this document in whole or in part without the written consent of Verba Technologies is strictly prohibited. By providing this document, Verba Technologies is not making any representations regarding the correctness or completeness of its contents and reserves the right to alter this document at any time without notice. Due to continuous product improvements, features listed in this document are subject to change without notice. Please contact Verba Technologies for current product features and specifications. All trademarks mentioned in this document are the property of their respective owners. Copyright © 2010 Verba Technologies, LLC. All rights reserved.

Please consider the environment before printing this document.