

# OpenText™ Qfiniti Observe

Support global compliance, risk management, and quality assurance programs with flexible enterprise call and desktop recording on a single platform

Through a single enterprise platform, OpenText Qfiniti Observe records all calls for compliance management and allows you to selectively capture calls for quality assurance. Similarly, deploy screen capture full-time for compliance or use randomly for quality assurance. Innovative, built-in coaching features integrate with OpenText Qfiniti agent evaluation, customer survey, multichannel analytics, and customer interaction assistance products to help your business deliver true quality performance.

## Enable flexible enterprise recording

Qfiniti Observe offers flexible deployment configurations for full-time or random recording solutions, reducing support costs and simplifying monitoring management.

Deployment configurations include:

- **SIP Trunk full-time recording:** Capture all calls that flow through your SIP Trunks with integration using a SIPREC recording interface to the enterprise Session Border Controller (SBC)
- **Passive TDM or VoIP full-time recording:** Capture all calls from the customer's or agent's perspective with recording taps connected directly to the trunks, phone lines, or the IP network connected to the switch
- **Random or selective recording:** Randomly record calls for quality and coaching purposes through various call recording interfaces
- **On-demand or business rules recording:** Capture recordings based on events or business rules for sales verification or application monitoring through various call recording interfaces
- **Active call recording:** Use the switch manufacturer's proprietary call recording interface for random, on-demand, or full-time recording needs
- **Screen recording:** Capture random or full-time recording of the user's desktop with screen recordings that are synchronized with the related voice portion of the interaction at playback
- **Live monitor:** Listen to and watch an agent during a customer call

## PRODUCT HIGHLIGHTS

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- *Centralized integration: Manage station-side, trunk-side, and selective recording technology from a single platform*
- *Secure and reliable compliance: Maintain full-time compliance with data security standards for call recording, storage, and playback*
- *Extensive telephony support: Benefit from call acquisition support across traditional telephony, IP, or hybrid TDM/IP environments*
- *Enterprise-wide call mining: Easily find recordings across the enterprise for legal or business intelligence purposes*
- *Broad risk management coverage: Meet compliance and risk management requirements across financial, healthcare, insurance, legal, government, and telemarketing industries*
- *Robust quality assurance support: Use logged calls to monitor, evaluate, and coach agents*

## Intelligent quality monitoring

Qfiniti Observe enables you to build intelligence and automation into your contact centers' quality monitoring programs. With Qfiniti Observe Evaluation Plans, an intelligent plan manager builds custom "playlists" for your users that ensure the relevance of monitored events and improve the variety of recorded calls. Select interactions based on the call source, responding agent, time intervals, application activity, telephony or desktop events, and even from OpenText™ Explore multichannel analytics platform results (for more information, please refer to the OpenText Explore solution overview).

The Qfiniti Observe Evaluation Plans selection criteria can include:

- Call type
- Telephony CTI triggers
- Desktop triggers
- Multichannel analytics results
- Integration with OpenText™ Qfiniti ICE for application and field-based triggering (for more information, please refer to the OpenText Qfiniti ICE product overview)

## Rely on secure storage and playback

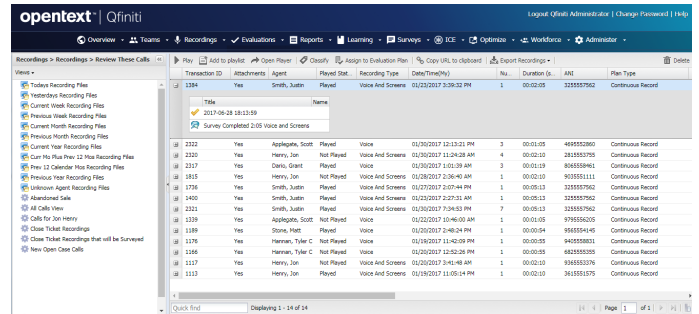
Qfiniti Observe captures and securely stores every interaction, ensuring your organization can safely manage all its recorded data. These security features help organizations comply with mandatory security regulations, such as the Payment Card Industry Data Security Standards (PCI-DSS), HIPAA, and compliance deletion standards. Qfiniti Observe secure playback options include an intuitive, media-based web interface player that streams recordings over SSL for maximum security.

Qfiniti Observe offers advanced capabilities, including:

- **Encryption:** Ensures secure storage at rest and secure transmission of recordings over the network
- **User roles and permissions:** Grants or restricts user access to recordings, people, and applications
- **Voice and screen masking and muting:** When integrated with the Qfiniti ICE module, redacts customer sensitive data from the recordings
- **Audit trails:** Provides audit reports on all system access and playback activity
- **Archiving and aging:** Ensures old recordings are properly archived or deleted from the system after predetermined time periods

## Pinpoint the right call from across the globe

For organizations that route customer calls across the globe or even just between teams, recording retrieval can be complicated and time consuming, requiring searches within numerous archives and servers. The OpenText Qfiniti platform streamlines the process by providing a single user interface and search tool to uncover recordings regardless of where they occurred.



*Using CTI data from the switch, CRM data attached through Qfiniti ICE, or data attached via Qfiniti web services APIs, users can easily search for recordings based on customer data, such as account numbers, social security numbers, and more.*

## Simplify enterprise management

The Qfiniti modular product suite is easy to manage, whether you operate a single, 25-seat call center or multiple contact centers with tens of thousands of agents located around the globe.

Highly integrated management features are enabled through:

- A single user interface to monitor the status of servers, recordings, and alarms
- Centralized alarm monitoring that continuously polls applications for critical activity conditions, such as disk space, port failures, or connectivity problems
- Automatic issue notification delivered to system administrators through an alarm console, email, or SNMP traps

## Benefit from efficient storage

To optimize disk storage space, Qfiniti Observe offers a variety of audio data compression options. Qfiniti Observe can record up to 500 simultaneous calls per server, and administrators can configure different voice compression options at record time or during the archive process. The built-in archive manager can be custom configured to archive to SANs, NAS, Static Content Management Systems, or off-the-shelf storage media. When integrated with Qfiniti ICE, administrators can perform intelligent archiving, storing the required calls and aging all others.

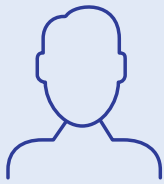
## Take full advantage of VoIP connectivity

Qfiniti Observe features Voice-over-IP (VoIP) recording compatibilities with major telephony providers, including Amazon Connect, Cisco, Avaya, Genesys SIP, and Oracle/Acme. Qfiniti Observe employs both passive and active call recording interfaces, where supported, to offer maximum flexibility in any contact center environment. For customers deploying SIP Trunks, Qfiniti Observe supports a SIPREC recording interface, supported by many of the top tier Session Border Controller (SBC) vendors.

## Deploy quickly with Qfiniti open architecture

Qfiniti Observe can be deployed on industry-leading servers, such as HP, Dell, and IBM. It also interfaces with all the major ACDs and dialers, including Avaya, Aspect, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

### OpenText Qfiniti Observe benefits



#### For the customer

- Exceed customer expectations and increase customer satisfaction through well-trained, highly engaged agents
- Promote customer trust with compliant management of sensitive data



#### For the agent

- Simplify QA through automated playlist queuing, ensuring that only the most relevant interactions are evaluated
- Support sophisticated reporting and analysis across agents, groups, and sites through centralized data source
- Quickly uncover root causes of poor and superior performance, productivity, and processes



#### For the company

- Gain a more complete view of customer behavior and share insight across the organization
- Differentiate your company in the market—reducing customer effort promotes higher customer loyalty

### OpenText WFO software portfolio

INTERACTION RECORDING	DESKTOP CONTROL	PERFORMANCE MANAGEMENT	DESKTOP ANALYTICS	CUSTOMER SURVEYS	ANALYTICAL SCORING	WORKFORCE MANAGEMENT	ONLINE TRAINING	VOC ANALYTICS
Multichannel capture PCI DSS compliant	Muting and masking Metadata attach	Quality monitoring Evaluation planning	Application monitoring Real-time guidance	Multichannel surveys Integrated and actionable	Automated scoring Speech-enabled	Scheduling and forecasting Mobile engagement	Integrated e-learning SCORM compliant	Multichannel connectors Centralized VoC
<b>OpenText™ Qfiniti Observe</b>	<b>OpenText™ Qfiniti ICE</b>	<b>OpenText™ Qfiniti Advise</b>	<b>OpenText™ Qfiniti Optimize</b>	<b>OpenText™ Qfiniti Survey</b>	<b>OpenText™ Qfiniti AutoScore</b>	<b>OpenText™ Qfiniti Workforce</b>	<b>OpenText™ Qfiniti Expert</b>	<b>OpenText™ Explore Analytics</b>
<b>OpenText™ Explore</b> Voice of Customer (VoC)—Multichannel analytics								
<b>Qfiniti On-premises</b> Modular WFO suite					<b>Qfiniti Managed Services</b> Managed and Cloud Services			

Setting a new benchmark for workforce optimization, the OpenText WFO software portfolio includes the full suite of OpenText Qfiniti products, engineered to operate seamlessly together. They can be deployed as a single, comprehensive solution or as individual, standalone products to solve your most urgent contact center

management needs. OpenText™ Explore delivers Voice of Customer, speech, and multichannel analytics; and OpenText™ Qfiniti Managed Services provides the entire Qfiniti portfolio on a managed, high density server system.

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