



4myCALLS

scalable recording technologies

Why CXM?

The **CXM Recording and Quality Monitoring** suite from Co-nexus, Inc. supports a variety of configurations for recording agent-customer interactions. With CTI integrations to most major communication platforms, Co-nexus can design a **CXM** Recording solution for your organization. **CXM** is a fully scalable recording application supporting single and multi-site locations.

CXM 4myCALLS is a dynamic recording application supporting:

- Recording For **Compliance**
- Recording For **Quality Monitoring**
- Screen Capture
- Speech Analytics

Full Recording or Quality Monitoring Recording

CXM recording solutions offer a wide range of configurations to accommodate the automatic recording of VoIP devices, digital phones, analog phones, radios, PCs and terminals. **CXM** supports full time recording and/or sampling recording all within the same application. Through the easy to use web browser interface your **CXM** administrator can quickly adjust recording parameters for any agent. Further, our recording technology is fully scalable so you will never outgrow your **CXM** system or suffer the expense of a forklift upgrade. **CXM** has the unique ability to combine recording methods within a single **CXM** system to allow you to select the most cost effective strategy to accomplish your organizations specific recording needs. Adding screen capture automatically records all of the associated agent PC activity that is synchronized with the recorded phone call.

Here it is!

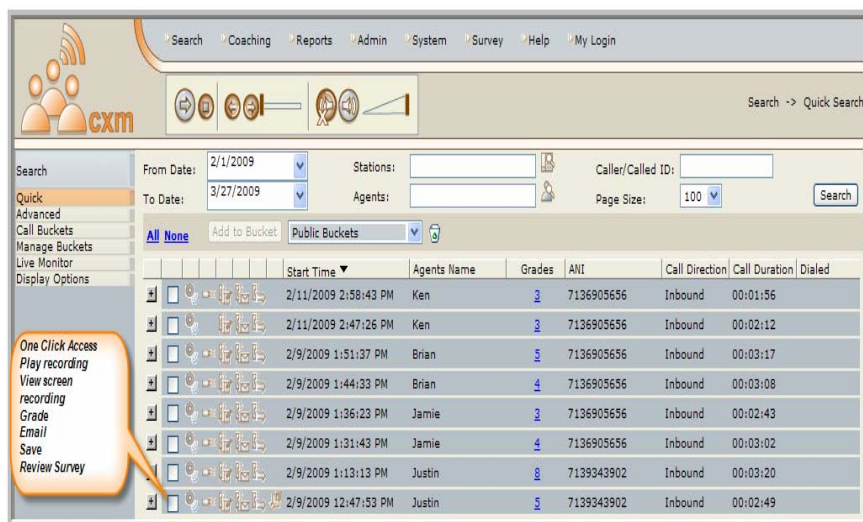
Locating a specific recording using the **CXM** Advanced Search engine minimizes the amount of time supervisors expend looking for the proverbial "needle in a haystack." Recorded interactions are intelligently indexed and searchable by a wide range of data including the date, time, agent, caller id and caller data. Additionally, business rules data concerning the interaction can be attached to the recording as a searchable field.

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One Click Technology

Each retrieved recorded interaction incorporates the **CXM** one click navigation so users can quickly access the most common **CXM** features. A single mouse click instruction is presented for listening to the recorded call, viewing the recorded screen activity, grading the interaction, emailing the call, saving the call, adding the call to a bucket for later action or reviewing the associated satisfaction survey. No other recording interface can match the **CXM** one click functionality!



Supported CXM Recording Features and Specifications include:

- Access to the *Search*, *Admin* and *System* tabs within the CXM application
- VoIP and TDM call recording
- Adjustable recording rules for external, internal, inbound and outbound calls
- Scalable and networkable
- Recording compression included to reduce file size
- Screen recording auto synchronized with recorded call
- Multiple screen recording and playback
- 100% recording, sampling recording, record on demand, rules driven recording
- Recordings stored in WAV format
- Web browser interface
- Recorded calls replayed from any multi-media PC
- Unlimited user access
- Live monitoring
- Personalized user access and feature restriction
- Search recordings by spoken word
- Call Categorization
- Encryption available (Payment Card Industry compliant)
- Auto archival schedule for easy data management
- Single administrative interface for multi-site environment
- Flexible automatic PBX based recording triggers
- Customizable recording triggers based upon interaction events
- Record on demand via phone or PC
- Allocation and reservation of recording ports
- Active Directory password verification
- Auto administration of the recording database and PBX
- System performance monitors and automated alerts
- Detailed audit log tracking user access
- Forced advanced password settings
- Windows OS
- SQL Server database
- One year warranty
- Co-nexus Technical Support
- Flexible recording storage options
- Support for network based storage

Some features are PBX specific and may not be available for your communication platform.

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