

b+s Cloud Services RaaS

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Enjoy the functionality of an integrated Recording as a Service (RaaS) as an optional add-on for UCaaS & CCaaS

Utilize a sophisticated and reliable RaaS contact center solution for financial institutions and information privacy from Bucher + Suter technology partner, ASC Technologies AG. ASC Technologies supports all b+s RaaS cloud implementations with an integrated offering for a comprehensive recording suite that may be optionally added to UCaaS and CCaaS.

Our Offering

With RaaS, communication channels such as voice, chat, SMS, video, as well as screen shots, can all be recorded. The Recording Planner enables simple and secure implementation of recording software. And, Intelligent Search & Play functions allow easy recording, monitoring, and analysis. The integrated reporting and analytics functions cover a range of applications across domains such as quality assurance, marketing, and compliance. Recordings are stored directly in the cloud, but can also be perio-

dically exported if necessary. Furthermore, existing recording data can also be imported into the new solution.

Your Advantage

With RaaS to complement CCaaS and UCaaS, a number of investment and maintenance costs can be saved: customers no longer have to worry about renewal and upgrades and can concentrate fully on their core business demands. Since all functionality is sourced from the same cloud service, customers benefit from uniform SLAs, comprehensive reporting, and end-to-end billing, all with minimal administrative overhead. Finally, with the pay-as-you-use model, only the services actually used are billed.

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PRODUCT HIGHLIGHTS

- Meets legal requirements for compliance recording with MiFID II
- Existing recording data can be imported
- Integrated service from a single source reduces administrative expenses (SLA, reporting, and accounting)
- Operating costs delivered in a pay-as-you-use service model
- No investment or maintenance costs
- No effort throughout lifecycle management and upgrades

PRODUCT FEATURES

- Voice, video, chat, SMS, and screen recording
- Recording functions with individual or preset control
- Recording Planner for rule-based recordings
- Adding call information or evaluation data
- Web-based search and playback function
- Extensive reporting functions
- Analytics for screen processes and speech recognition
- Speech recognition with emotion and keyword / phrase recognition
- Rights management
- Data storage in the cloud with export function
- High integration capability through APIs and web services

The Service

All profiles offer a wide range of options for increasing efficiency and quality:

- **Recording Foundation Profile** for recording calls. Comes with an administrator workstation.
- **Recording Professional Profile** for recording conversations with direct control functions. Comes with an administrator workstation. Additional Recording Planner and rights management for more complex organizations.
- **Recording Multichannel Profile** for recording conversations and communication via the screen with direct control functions. Comes with an administrator workstation. Additional Recording Planner and rights management for more complex organizations.

All profiles offer a variety of options for optimized administration and data management: Additional administrator workstations, cloud storage for recordings, exporting saved recordings, advanced analytics reporting functions for screen, speech/text, and emotions (custom application).

Eco-system Partners

Bucher + Suter offers and operates solutions together with IT partners who assume the role of general contractor. All of these experts in modern collaboration solutions, are certified by Cisco, and are regularly audited.