

## Recording as a Service (RaaS)

b+s technology partner, the proven ASC Technologies AG, produces sophisticated and reliable solutions for contact center, financial institutions, and public safety. They support 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, and video as well as screen can be recorded. The Recording Planner enables simple and secure implementation of a recording planner. Intelligent Search & Play functions allow easy recording monitoring and analysis. Furthermore, the integrated reporting and analytics functions cover many applications in quality assurance, marketing, and compliance.

Recordings are stored directly in the cloud, but can also be periodically exported if required. Existing recording data can also be imported into the new solution.

### Your Advantages

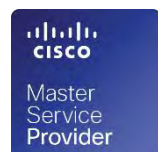
With RaaS complementing CCaaS and UCaaS, a number of investment and maintenance costs can be saved. Customers no longer have to worry about renewal and upgrades, and can concentrate fully on their core business.

Since all functionality is sourced from the same cloud service, customers benefit from uniform SLAs, comprehensive reporting, and end-to-end billing, with minimal administrative overhead. According to the pay-as-you-use model, only the services actually used are billed.



### Advantages at a Glance

- Integrated recording function as option for UCaaS and CCaaS
- Meets legal requirements for compliance recording with MiFID II
- Existing recording data can be imported
- Agility gained from rapid activation of new functions or feature tuning
- 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





## The Service

The service offers three function-based profiles:



**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)

## 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