ReDat® Recording System

RETIA Special Electronics

Recording solution for contact centre Siemens HiPath ProCenter and Siemens Carol

data sheet

Telephone call recording plays an important role in contact centre business. Possibility of searching and sorting records and other additional features, e.g. monitoring of agent skills, quality of work and reporting about campaigns, simplifies activities in call centres. However, not only providing necessary tools in the system, but also primarily parameters associated with the call make the most out of the record evaluation. We are aiming for receiving maximum of telephone call information, thus we integrate ReDat recording systems with CTI and CRM. However, for some CTI integrations only basic information regarding the participants and call routing are available. For others it is possible to add parameters, which are defined strictly on the customer demand, usually concerning to the integration with CRM. Actually, RETIA, a.s. can satisfy all customer needs thanks to the flexibility and reliability.

Reliable continuous operation and long-term archiving can be a critical requirement in some contact centres. Both demands are possible to grand by using ReDat recording system.

About Siemens

Siemens is a major provider of telecommunications technology and software solutions for contact centres. Siemens, in addition to its own solution, offers possibility of partnership applications. These applications bring to customers not only a new functionality, but also flexibility in the integration of telecommunication systems with other applications.

About RETIA

RETIA, a.s. is a Czech producer of ReDat recording system, including functional overlays and system applications for contact centres. ReDat® systems are designed for audio and PC screen recording.
ReDat® technology is naturally fully compatible with the telecommunications interfaces of PBX Siemens (Up0 digital phones, VoIP phones). For CTI record control CSTA XML interface of CTI Siemens CAP server is used. For record control from telephone devices XML Phone Services interface is used.

Partnership program

RETIA, a.s. is Siemens partner with the possibility to use the direct link to Siemens technological support. This partnership is actively used for continuous improvement of technology integration of ReDat and Siemens. Above all, it means a great contribution for customers.

ReDat® Recording System

ReDat® Recording System provides complex customer service solution of record and quality management. It helps to improve agent's and dispatchers´ skills. RETIA's solution reduces training costs and thus helps to improve customer relations and services.
ReDat® holds certified trade-mark of company RETIA, a.s.
ReDat®3 Recording Unit, ReDat® VoIP Recorder, ReDat® Phone Recorder, ReDat® Application Server, ReDat® Catalog, ReDat® CTI, ReDat® QualityChart, ReDat® StorageManager, ReDat® LineMonitor, ReDat® PhoneControl, ReDat® VoiceProcessor belong to group of ReDat® System products.

CAA CIVIL AVIATION AUTHORITY CZECH REPUBLIC

AQAP 2110

AOP Asociace obranného průmyslu České republiky Association of the Defence Industry of the Czech Republic

KEMA CERTIFICATE ISO 9001:2000 DUTCH COUNCIL FOR ACCREDITATION KCA

ReDat® CTI for Siemens HiPath ProCenter and ReDat® CTI for Siemens Carol contact centre – Product description

- Integration is based on communication with the CAP server protocol CSTA XML (Phase III)
- CTI integration runs as a service. The service is supervised by *rd3watchdog* - both processes save logs
- Currently supported version is CAP serveru 3.X, CAROL 2.7
- Record control function
  - record support only for the effective calls
  - possibility of parallel run with other additional CRM integration
- Record editing function
  - gaining and adding standard data from CTI: agent, extension, data about interconnection or telephone conference
  - possibility of independent database of calls/records according to CTI – checking of conformity between CTI and e.g. VoIP
- Possible configuration
  - single – one ReDat recording system
  - high redundancy – two simultaneously running ReDat recording systems

Supported telecommunication technologies

- Support for Siemens PBX platforms - HiPath 3800, 4000, 8000
- Independency on telecommunication format - analogue, TDM, VoIP
- Record can be applied on analogue, digital and VoIP branches, E1 (ISDN PRI)

Supported contact centre technologies

- Siemens HiPath ProCenter
- Siemens Carol
- Genesys

Implementation

- Customer's/ partner's definition of record, incl. specific requirement out of standard ReDat CTI module apply
- Design and presentation of solution
- Adjustment of solution and acceptance processes
- Supply of components, installation, system configuration, checking of functions
- Testing procedure
- Acceptance tests

Price list code	ReDat CTI module
RAS CTI SI CP	CTI CAP server for PBX Siemens, record of telephone extensions or E1
RAS CTI SI CA	CTI Carol for PBX Siemens, record of telephone extensions or E1
RAS CTI SI CA-CO	CTI Carol for PBX Siemens, conference call on 2 Mb/s trunk
RAS CTI SI GE	CTI Genesys for PBX Siemens, record of telephone extensions or E1

References

E.on České Budějovice – record control from telephones; E.on Nitra - PBX Siemens, contact centre Genesys; Arcelor Mittal Ostrava; Kooperativa; Škoda Auto; Mediatel; Regional Authority Pardubice; Arcelor Mittal Ostrava; J & T Banka; Prison Vratotice; NEXOS X; Carrier; Moravian chemical works Ostrava; Makro; Kapsch – Airport Prague; Siemens Latvia - Emergency center 112; Siemens Latvia - G4S security; Teka Telekom - Riga City Council; InnoSeven - Labour inspection

RETIA, a.s. offers above standard warranty and post warranty conditions and maintenance services, customizing recording systems to various applications and proactive solution of specific requirements with integration to various telecommunication platforms.

RETIA, a.s. is a partner of significant producers of telecommunication companies such as Alcatel-Lucent, Cisco, Genesys, Orange Business Services, TTC, Siemens, etc. with which closely cooperates on future development of ReDat® recording system.

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