



ReDat News

25.10. 2011 – technology and marketing news about ReDat recording systems and RETIA, a.s., www.redat.cz



Pardubice, 25 October 2011 – Dear business partners and customers, please find a summary of news about ReDat recording systems.

We will introduce a new product **ReDat MobileRecorder** for recording mobile phones (page 1-2).

Last month you could see us at several conferences. We presented at **Alcatel-Lucent Open Day** in Prague where we got the best rates for our presentation among the others. You could also meet us at conferences for medical and rescue service - AWHP 2011 Prague and the other one in Pilsen (page 2).

If you run a contact centre, you might be interested in our solution for **Branch office desk recording**. Therefore do not miss our case study on page 3.



Those of you who live with Facebook every day can find ReDat new releases, updates and many more on [ReDat recording system](#) Facebook.

PRODUCT NEWS

ReDat® MobileRecorder

Professional solution for mobile phone recording

We would like to introduce a new product for recording mobile phones – **ReDat MobileRecorder**. This solution has been designed for call centres, dispatchers and ReDat clients in general, using ReDat recording systems with ReDat Application Server (ReDat eXperience) to track all conversations happening on Symbian 3rd and 5th generation mobile phones.

ReDat MobileRecorder is a set of applications that record and store all incoming and outgoing mobile communications, including voice calls, text (SMS) messages and multimedia messages (MMS).

This mobile recording solution comprises of a mobile client which is installed on the mobile phone in order to track mobile communications. **ReDat MobileRecorder** server provides tools to manage data and recording rules and optionally ReDat Application Server (ReDat eXperience) to process the calls for quality management purposes. In other words, ReDat MobileRecorder (client and server) can be integrated to existing ReDat recording systems. ReDat MobileRecorder can be implemented wherever there is available internet through GSM/Mobile operators.

ReDat MobileRecorder customers

Insurance companies

There is an increasing number of brokers, agents, assessors, actuaries and loss-adjusters who are in need of moving to premises and locations where clients or policy-holders require special attention.

Mobility can represent to insurance companies an increase of information loss and difficulties with quality management processes. Perhaps actuaries and loss-adjusters receive calls for assistance from clients on their mobile phone.

Unless the client calls through the insurance company's PBX, the call will not be tracked preventing the insurance-company to evaluate the incoming call and assess the quality of the information their employees provides to the policy-holder. With **ReDat MobileRecorder** this calls will be monitored regardless of the location of the agent.

Call centres

Reduce operative cost and motivate employees by implementing home-office. The outstanding combination of a laptop with ReDat ScreenRecording, ReDat VoIP Recorder and a mobile phone with **ReDat MobileRecorder**, call centres can track agent's and operator's activities with ease.

Incoming calls through internet based communication and mobile calls will be fully monitored, so that call centres quality management processes are not in danger due to the distance of the operator.

Police and Emergency services

Both scenarios demand mobility and quick response. Whenever coverage of telecommunication is restricted mobile phone calls become handy, so that vital voice communication is documented as requested by law.



Small and Mid-size organizations

Employees with privileges of using mobile phones can be monitored during working hours or according to the schedule defined by the administrator. This prevents companies being exposed to unprecedented management and operational risk, maintaining service standards, keeping costs under control and protecting companies from the abuse of mobile phone communications.

Benefits

ReDat MobileRecorder assists organizations to:

- make secure and legal transactions via mobile
- save costs associated with liability dispute
- speed up the decision making process
- prevent phone misuse
- store and manage the call files kept on secure server to be easily logged
- searched and retrieved by authorized personnel
- track business conversations with clients, made while working "on-the-run"
- reduce company risk by documenting mobile conversations with clients for future reference

Solution description

ReDat MobileRecorder allows IS administrator's flexibility on configuration. Once installed on both the host (server) and client side, the system remains active so that any incoming and outgoing call is recorded immediately.

For example, at the moment of receiving any call, **ReDat MobileRecorder** client application starts recording on the internal memory of the smartphone, after finishing the conversation, the application transmit an ultra-compressed audio file to the host.

Smartphone users having installed **ReDat MobileRecorder**, will notice that the call is being recorded, as it displays a warning "REC" on the button of the screen. IS administrators and power users can activate a beep signal or voice announcement during their phone call, so that receiver and callers will know that the call is being recorded.

System features

ReDat MobileRecorder organizes recorded mobile communication quickly, easily and hassle-free. It monitors all incoming and outgoing calls and stores them in a safe, secure repository where they can be managed, played, deleted, sorted and downloaded.

ReDat MobileRecorder user-friendly navigation system allows to search through stored calls by number, date or contact, and for added security all recordings are encrypted and thus tamper-proof.

ReDat MobileRecorder comprises two parts:

Mobile client

- Automatic recording mode and archiving function via GPRS/3G/WLAN without any user interaction
- Recordings are streamed to the database at the end of the call
- The recording beep signal and the warning message can be turned off with the option of adding a custom voice prompt message
- Access to the application is secured with a login and password

ReDat Application Server (ReDat eXperience)

- Secure central storage environment
- Groups, sub-groups and users filters
- Outgoing/incoming call details (time and date, caller /recipient's mobile number, call duration)
- User/group profile configuration to customize the system according to specific users' requirements
 - IS administrators can define the recording hours
 - White and black lists to define sets of phone numbers to be treated exceptionally by the system, independently of other settings
- Access rights management for recorded data files to be accessible ONLY by authorized persons

For more details, please contact sales@retia.cz.

LAST REDAT EVENTS

Alcatel-Lucent OPEN-DAY 2011

RETIA attended the 4th annual ICT conference **Alcatel-Lucent OPEN-DAY 2011**, which was held on **22 September 2011** at the TOP-HOTEL Prague.

RETIA, a.s. presented **ReDat system in the mobile provider's environment** and got best marks from the public (score 1.57) in voting. The presentation described new ReDat tools for improving contact centre quality management.

Emergency conferences

The international conference **AWHP2011** held on 12 September 2011 at the Olympic Hotel in Prague. The conference was designed for professionals and the general public, focusing on emergency medicine, disaster medicine and healthcare.

The next event where you could meet us was a conference called **Dispatch centre - the Heart of the Rescue Team**, which was held in Pilsen on 14 September 2011

RETIA's had many experience with dozens of installed ReDat systems for emergency rescue services and hospitals. ReDat systems are at 112 emergency hot-lines in the Czech Republic, Slovak Republic and Lithuania.



REDAT CASE STUDY

Branch office desk recording

RETIA a.s. introduces a new tool for improving customer interactions, which strengthens the existing quality management and customer services at branch offices.

RETIA, a.s. has been a leading supplier of recording systems since 1995. Among our customers there are major energetic companies like ČEZ, a.s., E.ON. Česká republika, s.r.o., RWE Group, RWE Intrenal services, a.s., RWE Transgas, a.s., Pražská energetika, a.s., Středočeská plynárenská, a.s. and more. Energetic companies do not use only call centre services to contact their customers, but also branch offices. These offices make similar deals like in call centres however there is no evidentiary material of the customer interactions. RETIA, a.s. therefore came up with innovative solution of recording at branch office desks.



Recording solution

ReDat recording system offers a complex solution of branch office desk recording while retaining all the advantages of phone call recording. Users will appreciate the same features as for other ReDat products, intuitive record control and easy access to records.

The desk recording enables import new records to an existing recording system and you can process all records by means of advanced ReDat modules, e.g. evaluation of agents by means of the **ReDat QualityChart** module. The branch office desk recording at the counters even meets strict requirements for security and privacy. Customers can regulate the period of data storage or secure all records by the **ReDat Encryptor** module for encrypting records.

Start and finish of recording

Branch office desk recording has the same options as the phone recording. It enables manual or automated triggering of recording. Both options can be set and combined according to the user needs. Automatic triggering requires an integration with the customer's system- e.g. Genesys contact centre, CRM, with a suitable API or via the API of the queuing system. The second option is to trigger recording manually by pressing the button or by SW application **ReDat LineMonitor**.

Automated record control

If the automated record control is activated, the system starts and ends recording by interactions at the desk. That means that one interaction is one record. The main advantage is that you can reduce the influence of the operating personnel. The records are switched automatically without any influence of the operating personnel. The next advantage is that you will obtain other additional information about recordings.

Manual record control

Manual record control has some disadvantages, i.e. recording starts if the operation personnel give instructions to record. The option to manually control recordings on the desk is available with **ReDat LineMonitor** application. It is a software module installed on a user's PC near controlled / monitored telephone including a microphone at the desk.

PLANNED EVENTS

TeleCommunication Conference

TeleCommunication Conference follows up with the seven successful years of events focused on IP Telephony and Communications. It completely covers the choice of products and services available in the field of telecommunication and internet.

Date: 22 November, 2011

Place: U Hájků Congress Center, Prague

<http://www.tcon.cz/>

HAPPENED AFTER DEADLINE

Our SW developers' team has just returned from a demanding and successful trip from Brest. They have certified ReDat on Alcatel-Lucent network DR-Link and recertified Alcatel-Lucent DR-Link. Congratulations!!! We are expecting the certificate documents soon. ☺



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