



Connect the world to your interests



Voice Recording

Solutions

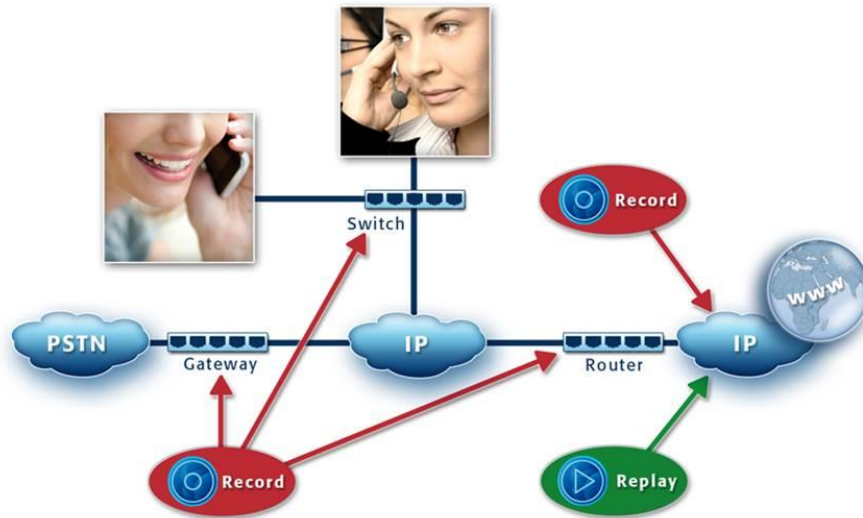
In our current society, characterized by highly competitive markets, new and increasingly virtualized business models and growing needs for prevention and security, records of communications and data to be correlated are of fundamental importance and in many sectors it is also a legal obligation. Sistemi di Registrazione integrate con tutti i vendor TLC in ambienti VoIP e TDM;

- Secure and encrypted recordings
- Perfect integration in the Client's technological infrastructure;
- Development of software integrations with the Client's applications;
- Virtual and Cloud solutions;
- Business-Continuity and Disaster Recovery;
- On Line storage;
- Dynamic Licensing;
- Compliance with all regulatory standards: e.g. PCI DSS Payment Card;
- Speech Analytics;
- Screen Recording (registration and analysis of the operator's screen);
- Emotion Detection (search by emotional state);
- eLearning, Coaching, Customer Feedback, Quality Evaluation solutions.

Recording of communications and related data is the first step to capture and memorize an enormous amount of information that would otherwise be lost with serious economic damage to companies or the security sector.

On the contrary, if with our Registration and Speech Analytics solutions, this significant amount of information is retrieved and analyzed, they provide extraordinary tools and competitive advantages for companies.

Voice Over IP Recording.



The traditional TDM Communications progressively give way to innovative systems based on IP architectures. The emergence of these technologies increasingly require advanced solutions for registration and simultaneous multi-channel management of IP communications.

Our solutions are state of the art in the field of professional communications registration and new references are moved forward in terms of performance, flexibility, integration, data security, reliability for high-end and mission critical applications.

Its innovative architecture has been designed to provide maximum flexibility and scalability, ease of installation and speed of integration. With our systems it is possible to realize your customized recording solutions, combining different recording methods (total, in conference, selective, based on rules, on manual command, etc ...) according to your needs.

The force of evolution

Designed from the outset as a powerful, open, scalable platform, our modern software design techniques, intuitive and easy-to-use web based User interfaces, perfect software integrations via API, with Client applications and User DataBase .

Our platform is able to satisfy any registration requirement from four to thousands of channels associated with complete CTI applications - Selective Registration based on "Customer Rules" - On Demand Registration - Encrypted Registration - Screen Recording - Storage in local or on NAS, SAN - Installation in Cloud - SaaS Applications - Centralized registration Multi Locations (branches, branch offices) - Access to registrations via WEB.

The applications are made up of different technical solutions able to fully satisfy every requirement of recording the voice on IP, safeguarding costs and resources, also guaranteeing a rapid return on investment.

- Active, IP conference-based recording solution;
- Passive, "sniffing" based solution

Both solutions are extremely advantageous in relation to the type of recording to be obtained and to the type of VoIP network and can also be used simultaneously to completely satisfy specific recording needs in large and diversified network environments.

The system is fully compatible with all VoIP platforms. Configurations for Virtual Machine, Business-Continuity and Disaster Recovery.

- Stand-Alone Architecture: all in one system;
- Distributed Architecture: distributed systems for different applications or sites with centralization and storage of records.

TDM + Voice Over IP Voice Recording

Our solutions are the state of the art in the field of professional TDM and VoIP communications registration, for small and medium configurations: from 4 to 64 registration channels on the same system.

Our innovative solutions move forward the new references in terms of performance, flexibility, integration, data security, reliability for High-end and Mission Critical applications

The force of evolution.

Conceived as powerful, open, scalable platforms, our solutions use modern software design techniques, intuitive and easy-to-use web based User interfaces, perfect software integrations via API, with Client applications and Database.

Sphera Service is able to satisfy any registration need and is fully compatible with all major PBX and VoIP platforms, supports Business-Continuity and Disaster Recovery architectures.

It can be associated with complete CTI applications - Selective registration based on "Customer rules" - On Demand Registration - Encrypted Registration - Screen Recording - Local or NAS storage, SAN - Multi Locations centralized registration (branches, branch offices) - Integration software with the Customer's IT infrastructure - Access to the registration via WEB - Compliance with the PCI DSS Payment Card.

Our systems are fully compatible with all major PBX and VoIP platforms, support Business-Continuity and Disaster Recovery architectures.

Only one Concept System for all needs.

- Stand-Alone Architecture: all in one system;
- Distributed Architecture: distributed systems for different applications or sites with centralization and storage of records;
- Ours is the solution that can simultaneously record and manage traditional TDM and Voice Over IP communications on the same system: a unique solution for two converging technologies.

Areas of intervention

The solutions of Registration, Storage, Management and Analysis of Communications find important applications in many sectors including:

- Contact Center
- Banking, Finance
- Insurance
- Public security
- Control Centers and Operating Rooms GDF, Port Authorities
- Private security
- Emergency Services
- Health Services
- Telco
- Utilities, Energy distribution companies
- Transportation, Air, Rail, Naval
- Military.

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