

Calabrio Recording Export Overview

Applications for Legal, Archival, and Analytics

Calabrio Recording Export (CRX) is a software-based transfer utility that allows contact centers to export call recordings in bulk. Calabrio Recording Export has a number of useful applications for contact centers and the greater enterprise:

- > Easily pinpoint and extract recordings for legal or regulatory evidence
- > Systematically export recordings of interest based on business rules for analytics
- > Migrate recordings to off-line storage for archival

Calabrio Recording Export allows contact centers to search, and easily find and export multiple recordings based on a combination of criteria, including date, time, agent, team, caller identity and associated metadata (*Figure 1*).

- > Recordings can be exported in bulk in WAV or WMA formats
- > Associated metadata is output in a tab-delimited file format
- > An export progress indicator shows file size and estimated export time

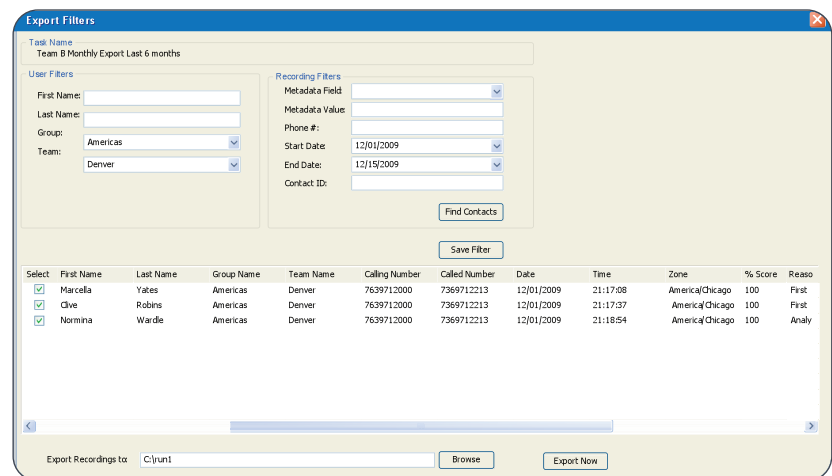


Figure 1. Define export criteria

Exports can be executed on-demand or at a scheduled interval (hourly, daily, weekly, etc.) (*Figure 2*), which drives an automated process for analytics applications. Export criteria can be named and saved, and multiple exports can be executed concurrently.

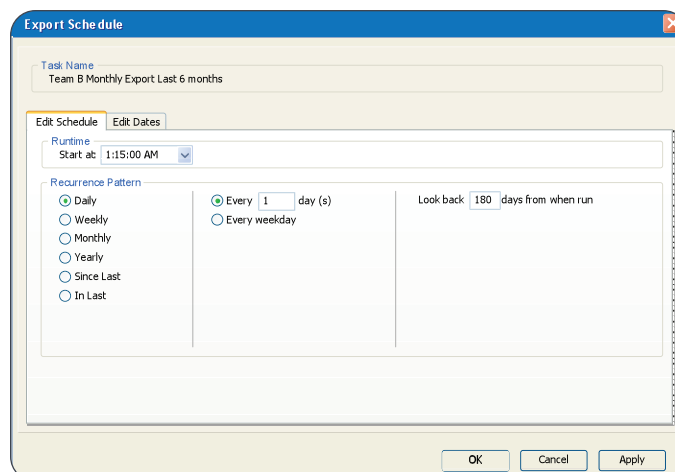


Figure 2. Define scheduled interval

An Easy Way to Export Calls for Speech Analytics

Calabrio Recording Export provides an effective way for contact centers to utilize recordings from their Calabrio Compliance Recording and Quality Management or Cisco Quality Management system to apply speech analytics.

Using Calabrio Recording Export, contact centers can identify recorded contacts associated with business trends or problem areas they are looking to analyze. Either on-demand or at a scheduled interval, contact center managers or business analysts can pinpoint calls of interest based on data associated with the recording. For example, they may want to analyze all calls with a duration of more than 3 minutes, all calls sent to an account cancellations queue, or they may wish to evaluate all calls in general to identify business trends. Contact centers can export calls based on this criteria and apply a third party analytics technology that fits their business needs.

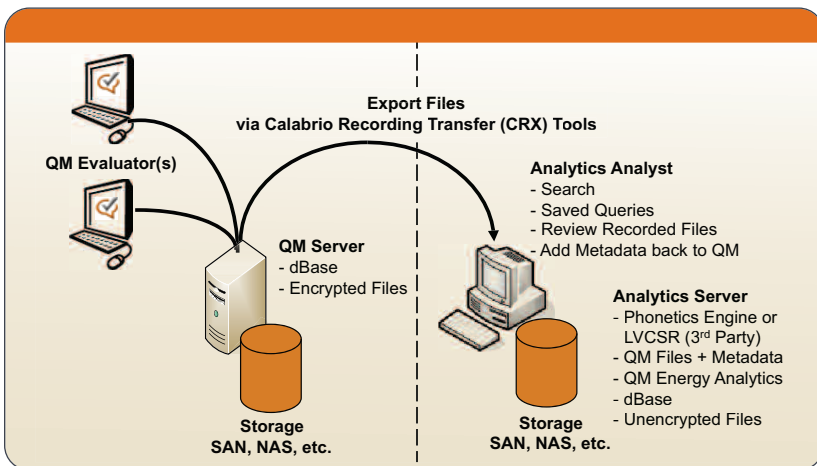


Figure 3. Export architecture for analytics

Architecture

Calabrio Recordings Export resides on a standalone server from the recording infrastructure and provides a low risk method for analytics – whether it's an initial trial or a full deployment.

Specifically for analytics, the server will receive unencrypted audio recording files and associated metadata from Calabrio Compliance Recording and Quality Management, to which the contact center can then apply the analytics technology of its choosing (see Figure 3). Literally any phonetics or Large Vocabulary Continuous Speech Recognition (LVCSR) technology can be applied, making Calabrio recordings an exceedingly flexible choice for analytics applications.

The approach separates the analytics processing load from the recording system and prevents any possibility of impacting the recording system's playback capabilities. It is the responsibility of each customer to secure the unencrypted files according to established privacy policies.

Calabrio Recording Export is an add-on product that you can configure to extract recording from Calabrio Compliance Recording and Quality Management or Cisco Quality Management system running version 2.6.x or 2.7.x

Calabrio Recording Export is a Windows application which can execute on a workstation or server running Windows XP or Vista.



605 Highway 169 North • Minneapolis MN • 55441
763.592.4600 • www.calabrio.com