

Recording Applications for Cisco MediaSense Feature Matrix

FEATURES	Call Recording	Quality Management	Advanced Quality Management	Speech Analytics
100% Voice Recording	X	X	X	
Record ACD and IP-PBX users	X	X	X	
Archive Search	X	X	X	
Filter Recordings	X	X	X	
Configurable Reports	X	X	X	
Export Capabilities (WAV and WMA)	X	X	X	
100% Web-Based Access From Anywhere	X	X	X	
Flexible, Reliable Architecture	X	X	X	
Secure, Encrypted Storage and Playback	X	X	X	
Timely Alert to Serviceability Issues	X	X	X	
Flexible Storage Options Via NAS/SAN	X	X	X	
Speech Energy Bar	X	X	X	
Energy Analytics	X	X	X	
Capture Calls of Interest	X	X	X	
Stereo Voice Recording	X	X	X	
Knowledge Worker Recording	X	X	X	
All-In-One Playback Tools	X	X	X	
Export Reports (HTML, PDF, CSV, XLS)	X	X	X	
Tag Calls	X	X	X	
Flexible, Configurable Evaluation Forms and Templates		X	X	
Multi-Part Evaluation Forms		X	X	
Clear, Graphical Dashboard		X	X	
After Call Work Screen Recording			X	
Multi-Screen Capture			X	
Phonetics-Based Engine with Rapid Indexing				X
Index Calls Based on Data Associated with Recording				X
Search for Calls of Interest based on Metadata and Keywords				X
Ability to Name and Save Queries				X
Provides Insights into Contacts, Customers, Contact Center Practices for Analysis				X
Pre-Defined Categorizations and Keywords for Quick Start				X