

ReDat Cloud Recording

“Software for Calls Recording as a Service (SaaS)”

Processing, administration and evaluation of recorded calls, as the operation must support and meet new requirements and demands. These challenges include changes in the field of initial costs reduction, security of stored records, availability from anywhere, operation reliability, scalability and customization to individual customer requirements. ReDat Cloud Recording, with its useful features, supports and extends these new requirements with high availability from anywhere at any time.

SAAS SERVICE INCLUDES

- recording of the phone communication and screens
- archiving and replication of records into DC in EU
- availability of records from anywhere
- availability of advanced features of ReDat eXperience
- possibility of voice analyses
- customization of services and performance parameters
- service support 24x7x365

SECURITY OF RECORDS

- long-term storage of records in the data centre certified for the security operations of IT service according to the regulation ISO 27001
- fully redundant operation of the data centre complying with the certifications Tier III (redundancy N+1)
- records encryption
- secured access to records
- security audit and system supervision
- all in compliance with the EU GDPR

COST REDUCTION

The cost reduction of the implementation and use of ReDat Cloud Recording services is associated with a cost reduction that not only reduces the cost of initial purchase, but also costs associated with the regular maintenance of the system, training of professional staff, maintenance of the infrastructure, costs of the recording software's new versions, including the implementation of the partial components of the ReDat Recording System.

BENEFITS

- minimal entry costs
- reduction of the operational costs for management and administration of recording systems
- availability of records anytime from anywhere
- system is operated by encrypted communication with the client
- storage of records in secured data centre with the audit trail of accesses
- flexibility of the customization of the virtual servers' performance to the current system monitored state
- quick implementation of record needs in other locations
- automatic implementation of new versions and system patches
- easy and fast extension of system features, including voice analyses
- system supervision 24x7x365
- guarantee of high availability of records in the DC
- prevention of crisis situations and failures
- regular system maintenance and development

Type of Service	Offer of Service Packages		
	basic	enlarged	analytical
Rental of recording equipment including licenses	✓✱	✓✱	X
Service of records replication and archiving in the data centre for 1 year	✓	✓	X
Diagnostics and monitoring of the recording device using SNMP	✓	✓	X
Maintenance service for recording device	✓	✓	X
SLA24 FIX service of calls records	\$	\$	X
Redundant solution service of calls records	\$	\$	X
Rental of ReDat eXperience application server including the necessary licenses	✓	✓	X
Web access to records	✓	✓	X
Accessing of basic functions of ReDat Catalog for working with records	✓	✓	X
Encryption service of records in the data centre, product ReDat Encryptor	✓	✓	X
Archiving service of records for 1 year	\$	\$	X
Maintenance service for application server ReDat eXperience	✓	✓	X
Service of adaptation to change the telecommunication technology and its versions and configurations	\$	\$	X
Functions of Quality Management (QM)			
• calls evaluation (ReDat QualityChart)			
• coaching (ReDat Coaching)	X	✓	X
• automatic reports (ReDat Reporting)			
• graphical outputs QM (ReDat Dashboard)			
Maintenance service for modules of QM	X	✓	X
Quality Management service support for modules of QM	X	\$	X
Voice analyses			
• calls transcription into text			
• detection of key words and emotions			
• Call Flow (evaluation of calls parameters)	X	X	✓
• voice analysis of calls context			
• automatic classification and topics searching			
• Term Cloud and InfoRaiting			
• graphical outputs of voice analyses in ReDat Dashboard			
Quality Management Support services for voice analyses	X	X	\$

- ✓ The Service is included in this package
- X The Service is not included in this package
- \$ Service valued beyond the selected package
- ✱ The rental price is based on the used HW for the recording equipment

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ReDat Recording Systems, a business division of RETIA, a.s., which provides a sophisticated system for recording voice, screen and other relevant data. The system automatically analyzes the data to make it available to system users in a clear and structured way.

RETIA, a.s. is a Czech company based in Pardubice, founded in 1993. It develops, manufactures and modernizes radars, command and control systems, UWB localization and communication systems and ReDat Recording Systems.