

ReDAT

Application Platform
ReDAT eXperience

Product for recording,
management and
analysis of records

ReDAT eXperience is a complex functional superstructure for recording units for controlling the recording, management and analysis of records. It provides an intuitive, configurable user interface with a complete set of tools for record management and other analytics and reporting tools through a web interface. By activating individual modules, ReDAT eXperience can be extended with other functions for working with records.



FEATURES

- recording (audio data, screens, CCTV camera, data link and USB devices)
- analytical tools supplemented with graphical outputs
- scalability of the graphical interface according to the user access level
- support of the incidents investigation (possibility to insert notes, manual transcription, etc.)
- possibility of the temporary access rights to the specific data (e.g. due to the particular incident investigation)
- use of multi-archives (primary and backup archive to record particular segments)
- synchronous recording of the recorded audio data, screens, video and USB devices
- graphical elements (tree of objects, map) for clear control

REDAT EXPERIENCE OFFERS

- quality management
- scalable solution for both small and large contact centres
- possibility of choice of the required applications
- intuitive control tools designed to be user-friendly
- support of many languages
- compatibility with web-browsers Firefox and Google Chrome

HARDWARE REQUIREMENTS

Hardware specification for the ReDAT eXperience depends on the records volume and data storage.

Other modules and features of the entire ReDAT eXperience suite also have an impact on system performance requirements.

APPLICATION PLATFORM ReDAT eXperience



USER INTERFACE SETTING

Users can set the system interface individually according to the large scale of offered possibilities. Users can define as well the most frequently used access buttons. The interface enables settings for multiple roles (for each separately).

USER ACCESS RIGHTS SYSTEM

In ReDAT eXperience, access rights are set via role (function settings) and access area (group (s), including sub-groups) - you can quickly adjust access when changing functions or departments of the user.

SYSTEM SECURITY

- regular penetration tests
- support of current versions
- code revisions
- encryption of set passwords
- possibility to use the Encryptor module for records encryption
- audit inspection (system and user level)

RECORDS DISPLAY POSSIBILITIES

- records grouping – e.g. two-level records classification according to the levels “group” and “agent”
- hiding of unmarked records
- records sorting (ascending / descending)

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.