

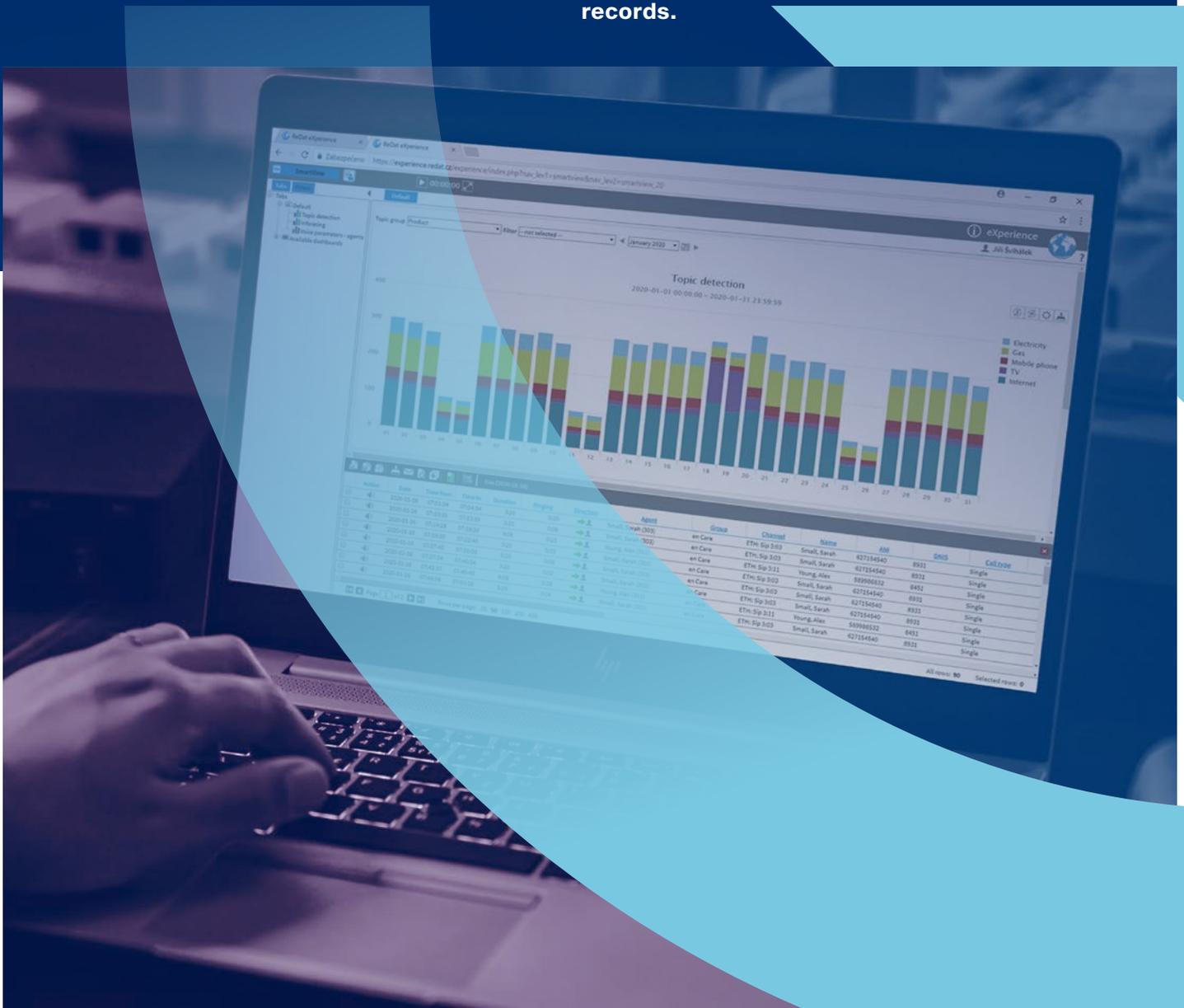
ReDat

Recording

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.



REDAT EXPERIENCE OFFERS

- Central management of records (audio, screens, CCTV cameras, recording of HID devices, Datalink, radar data).
- Work with records (playback, export, emailing, metadata editing, statistics).
- Graphic elements (tree of objects, map, graphic display of records over time) are used for clarity of control.
- Scalability of user functions based on assigned role.
- The user can set the system environment individually and define buttons for accessing the most used agendas.
- Analytical tools enriched with graphic outputs.
- Use of multi-archives (possibility of saving records by data type). Each archive can also have a backup archive set.
- Incident investigation support (granting access to selected records only for investigators, preventing manipulation of records by other users, possibility to add notes, manual transcription, exports, etc.).
- LDAP, ADFS, SSO Authentication.
- Logging of user actions.
- Wide possibility of integration of recordings from other systems or recording units.

FEATURES

- Modular architecture allowing optional composition of applications and modules.
- A scalable solution for small and large contact centers.
- Intuitive GUI designed from the user's perspective.
- Quality Management modules.
- Voice analytics.
- Safety.
- Availability of many language mutations.
- Compatible with Google Chrome, Mozilla Firefox and Microsoft Edge browsers.

HARDWARE REQUIREMENTS

- The HW specification for ReDat eXperience is primarily dependent on the volume of recorded recordings and their subsequent archiving.
- Other modules and used functions of the entire ReDat eXperience platform also have an influence on the performance requirements of the entire system.
- Recommended HW and SW requirements are always part of the solution design and price offer.

EXTENSION FOR SEGMENTS

- Contact Centers | Dispatch centers | ATM/ATC

SYSTEM SECURITY

- Regular penetration tests.
- Current version support.
- Code revision.
- Option to use the Encryptor module to encrypt records.
- Control of system status and user activities.

USER RIGHTS SYSTEM

- In ReDat eXperience, access rights are set via role (function settings) and access area (group/s, including subgroups).
- Thanks to this, access can be quickly adjusted when the function or department of the user changes.



ReDat Recording Systems 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.

