



neo - ASC's Recording and Workforce Optimization Suite

Highlights

What you can expect.

- 1 State-of-the-art recording and analysis for complex infrastructures
- 2 Systematic capture and assessment of customer communications
- 3 Customer-specific solutions based on more than 50 years of experience
- 4 Compliance with the highest security and documentation requirements
- 5 Fail-safe operation and redundant architecture

„A unique customer experience“

We provide you with innovative, customized solutions to record customer interactions. In addition to communications recording, *neo* encompasses sophisticated workforce optimization software including speech analytics, quality assurance, eLearning, workforce management and customer feedback.

Our *neo* suite improves service quality, protects corporate assets and facilitates timely response in case of an emergency. Our entire portfolio is available as an on-premise solution or via the Cloud.

We record & analyze communications



Trailblazing recording and analysis systems

Innovative solutions for financial institutions, contact centers and public-safety organizations

Omni-Channel Recording

Since 1964, we have provided innovative recording systems to meet the most stringent demands. Our *neo* recording suite captures, saves and archives multiple communications channels including voice, email, video and chat for financial institutions, contact centers and public-safety organizations.

Compliant Recording

Today, companies face the imposing challenge of meeting regulatory directives such as MiFID II, the Dodd Frank Act and PCI-DSS. Our solution provides compliance recording with individual access rights to fulfill the demands of work councils. Flexible redundancy scenarios and state-of-the-art encryption mechanisms provide the highest reliability and security.

Customized design - tailored to meet your requirements

Define customized rules for selective recording or use "record on demand" to capture calls with the push of a button. In case of threat calls, agents can choose to record the entire call at any point during the conversation. Bulk recording preserves

all interactions to verify transactions and comply with documentation obligations. The solution's modular architecture and availability via the Cloud provides investment protection, facilitates integration with complex or hybrid infrastructures and enables scalability in case of future growth or consolidation.

Workforce Optimization

It's the customers who provide companies with valuable information to facilitate decision-making on an enterprise-wide basis. Our workforce optimization software, INSPIRATION*neo*, captures this information and assesses it. Through synchronized recording of calls and screen activities, it helps companies analyze customer service, marketing campaigns and products. User-friendly reports turn raw data into valuable information, easily visualized to spot the latest trends. Additional tools enable the management of processes, eLearning, customer surveys and speech and desktop analytics. Staff planning capabilities are available as an additional option.

Automated identification of potentials for improvement

neo provides a wealth of insights for high-volume contact centers with an otherwise unmanageable number of customer interactions. By continually assessing customer contacts based on the content of recorded calls and screen activities, potentials for improvement in working processes can be revealed, and the latest trends can be discovered.

About ASC

ASC is a worldwide leading software provider for multi-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or Cloud solution. Headquartered in Germany and with subsidiaries in the United Kingdom, France, Switzerland, the United States, Brazil, Japan, Singapore, Hong Kong and Dubai as well as a worldwide service network, ASC is a powerful global player in its industry.

Recording and analyzing corporate communications via the Cloud

Volatile markets and contracting product cycles have become a tremendous challenge throughout the business world. Our Cloud solutions are the answer! Thanks to a dynamic IT infrastructure, you will be able to react to changing market conditions with maximum flexibility and investment protection.

Customized solutions for major telecommunications service providers

We offer integrated solutions for major telecommunications service providers such as Alcatel-Lucent Enterprise, Avaya, BT, BroadSoft, Cisco, IPC, Microsoft, Mitel and Unify. They are tailored to fit customers' complex infrastructures.

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