



Archiving for Contact Centre

Automatically preserve, protect, and retrieve critical Contact Centre agent and customer interactions.

Archiving of contact Centre calls, chats, SMS, emails, screen recordings, transcriptions and sentiment.

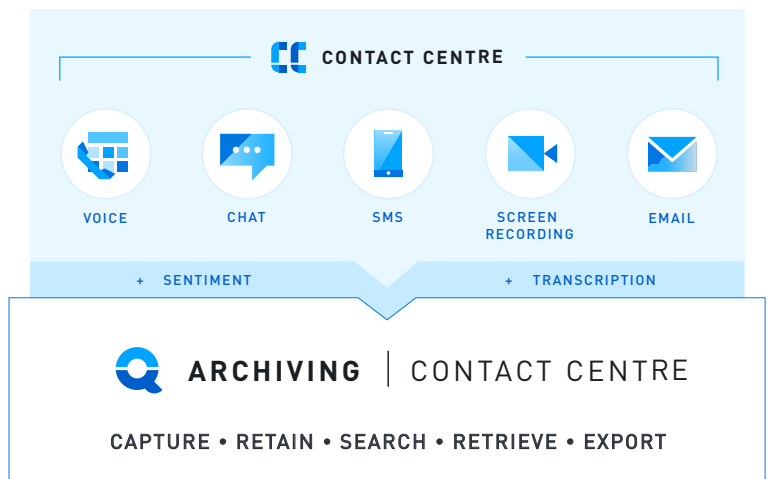
Powerful contextual item-level search to quickly find agent and customer conversations.

Retention policies automatically enforced without administrative or user action (after the initial activation).

Single repository, single pane, ALL your Contact Centre communications - in ONE platform.

Archiving for Contact Centre is designed to protect your organisation's communications with customers by automatically preserving call records (inbound and outbound calls), chats, SMS, voicemails, emails, screen recordings and more without requiring any user or administrative intervention - all in ONE platform.

This archiving solution boasts a powerful contextual search function. Users can leverage dozens of search criteria to query across various channels, retrieving the information they need in seconds. To ensure security, data is encrypted, role-based access control safeguards access management, and businesses can choose the retention period with options of up to 10-years.



WHY BUSINESSES NEED ARCHIVING FOR CONTACT CENTRE:

Whether it is for regulatory compliance, legal quality assurance, improved productivity and/or security requirements, archiving addresses several key requirements:



COMPLIANCE: There are an array of industry regulations (HIPAA, FINRA, PCI-DSS, SEC, etc), and national laws that govern how organisations should record, preserve, and analyze consumer and agent interactions. Archiving has features that help businesses stay compliant and subsequently avoid costly fines: automating the capture and retention of communication, user access controls, intuitive retrieval, and stored in tamper-proof storage.



DISPUTE RESOLUTION: Save time, money, and protect your reputation by archiving your Contact Centre interactions. Eliminate he-said-she-said confusion with clear call recordings and interactions. Get a direct record of every conversation to resolve disputes quickly and efficiently.



LEGAL OBLIGATIONS: With litigation, investigations, and eDiscovery becoming increasingly common, access to retained communications plays a vital role. Courts, regulators, and internal governance teams can leverage these recordings as evidence in investigations or court proceedings, helping to prove or disprove claims.

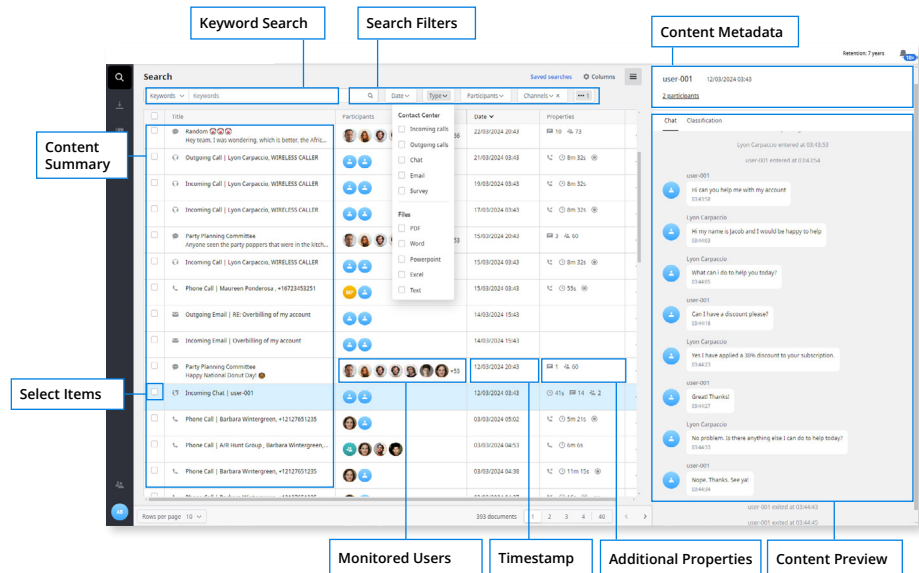


QUALITY ASSURANCE: Quality management and agent performance programmes are a common practice within Contact Centres. In a typical QA process, analysts will listen to a fraction (on average 2-3%) of each agent's calls every month. Managers and supervisors can easily search and review agent interactions with customers across all communication channels. Use AI Agent Evaluator to grade the interactions and solicit feedback from agents.



CONTINUITY & KNOWLEDGE MANAGEMENT: Whether due to employee turnover, temporary leaves of absence, or a manager needing to step into a customer case, organisations can preserve and share communications, ensuring continuity. With archiving, organisations can identify and resolve issues faster, translating to higher customer satisfaction and overall experience.

ARCHIVING SEARCH FEATURES



ARCHIVING CAPABILITIES:

- **Fast, powerful contextual search:** Indexes both content and metadata, so millions of files can be queried using dozens of properties in seconds. Search on text, chat names, participants, call duration, source, attachments, and many more attributes.
- **Compliance:** Supports HIPAA, FINRA and MiFID II compliance programmes, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4. Audit logs report all actions carried out by users including who viewed what, user activities, sessions and more.
- **eDiscovery and litigation support:** Apply legal hold to override retention periods and ensure data is retained to support legal case workflow and export of all case documents.
- **Identity and access management:** Ensures control over authorised personnel who can access and manage archived communications.
- **Data residency:** Complies with US, Canadian, and European geographic location requirements.
- **Seamless integration with Contact Centre:** Designed for Contact Centre and deploys in minutes with everything needed to enable compliant retention of consumer and agent communications.
- **Automatic preservation of Contact Centre communications:** Captures and retains call records, voicemails, agent chats, SMS messages, and emails.
- **Retention:** Choose to store data for as long as the business case requires – with retention options ranging up to 10-years.
- **Unlimited capacity*:** Archiving is based on the desired retention period and offers unlimited storage with no need to estimate the organisation's communication storage requirements.
- **Security:** Data is uploaded securely and encrypted in transit and at-rest with multi-factor authentication to protect access and limit export to authorised users.

* Fair Usage Applies; [Please Review Product Schedule](#)

QUESTIONS? CONTACT US TODAY!

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