



On Premises Solution to Record and Review Your Interactions Your Way

Product Overview

RECITE securely enables you to record and listen to your calls the way you want to. With customizable widgets and dashboards, customizable replay permission levels, various recording modalities, canned and modifiable reports, and multiple options for built-in storage support we put the right recording intelligence at your fingertips.

All-in-One Interaction Recording and Quality Management Suite

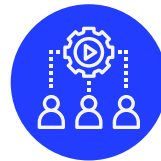
RECITE's all-in-one interaction recording solution and quality management suite enables you to evaluate and elevate employee performance, ensure compliance and truly understand your customer.

Regulatory Compliance with PCI-DSS, HIPAA, BASLII & more

To ensure compliance with regulations, RECITE has built-in safeguards, including muting and masking of sensitive information as well as 256-bit encryption.



Keyword Search



Roles Based



Guest Recognition



Meets GDPR,
MIFID II, HIPAA



Risk
Management



Data Sovereignty



PCI Muting



Desktop
Recording



Quick
Deployment



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Your Recording. Your Way.

INTEGRATION WITH YOUR BUSINESS COMMUNICATION SOLUTION

RECITE integrates with virtually every available PBX and Unified Communication platform. It is compatible with leading CRM platforms.

HYBRID CLOUD / PREMISES SOLUTION

RECITE is also available as part of a hybrid cloud/premises interaction recording solution when paired with Numonix's IXCloud.

BENEFITS

1 Customizable to Record Your Way
RECITE features an interface with customizable options. It includes a wide range of widgets, permission levels for replay, recording modes, editable reports, and support for different types of storage.

2 Easy-to-Deploy, Use, and Manage
RECITE makes it easy to deploy, use and manage your interactions. Scale from five to 500,000 users, regionally, nationally or globally.

3 Compliant and Secure
RECITE ensures compliance and security with its robust built-in encryption of 256-Bit. Users can securely access and retrieve web-based recordings in .WAV format for effortless file sharing

4 Comprehensive Range of Contact Center Capabilities
RECITE offers a suite of contact center features, such as Live Monitoring for immediate agent coaching, Agent Notes and Reference Tagging for convenient searching, and Customizable Dashboards for monitoring real-time metrics.

Key metrics

RECITE securely records all modalities, including video, screen sharing and chat/IM as well as all audio call scenarios, including PSTN, federated and Meetings. It is customizable to the way you want to record and view your interaction recordings.



80

Customizable Widgets



100

Replay Permission Levels



50+

Canned and modifiable reports



100%

Satisfaction from 8 recording modalities and 4 types of built in storage