



# ON-PREMISES SOLUTION TO RECORD AND REVIEW YOUR INTERACTIONS YOUR WAY



## PRODUCT SUMMARY

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 PCIDSS, 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 SOVEIGNTY



PCI MUTING



DESKTOP  
RECORDING



QUICK  
DEPLOYMENT

## ▶ **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.

### ▶ **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

### ▶ **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.