# ReDat

## Recording

## Product portfolio of ReDat Recording Systems

Hundreds of successful ReDat system deployments give us the ability to prepare and install the most effective recording system solutions. The basic model solution can be adapted to specific requirements. ReDat Recording Systems are used by contact centers, dispatch centers and ATC/ATM all over the world.

## LOGGERS AND PROBES

### ReDat5 Recording Unit
A new generation of recording units, which provides a wide variety of possible configurations and functions for audio (all types), video and data recording based on the open architecture of a personal computer using COTS components. The system is supplemented by special interface cards from our production.

### ReDat Recorder
Recording system designed to record IP telephony, data communication, USB devices and screens.

### ReDat DP Box
A special probe designed to capture screen using the DisplayPort (DP).

### ReDat DVI Box
A special probe designed to capture screen using DVI-D.

### ReDat KMM Box
A special probe designed for recording USB devices (keyboard, mouse and touchscreen) and ambient microphones.

### ReDat MIC-4CH Box
A special probe designed for recording up to four ambient microphones.

### ReDat ScreenRecording
Professional SW screen recording solution. Supports multi-screen recording. Requires installation of Screen driver on PC.

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## APPLICATION PLATFORM ReDat eXperience
### Basic module ReDat Catalog

The entire administration and control of the recording system, ReDat is carried out through

a web interface, on the ReDat eXperience application platform, for maximum comfort.

It provides an intuitive, configurable user interface with a complete set of tools for record management and other analytics and reporting tools. It offers a hierarchical structure of users or recording sources and a detailed configuration of user access rights via roles.

The whole system is fully modular; the customer can assemble its features exactly according to his needs and requirements.

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## QUALITY MANAGEMENT

### ReDat QualityChart
A module for manual evaluation of speech and non-speech interactions and agents. Improves contact center efficiency and customer satisfaction.

### ReDat Reporting
An analytical-reporting module used for compilation of advanced analyzes and their subsequent graphical display.

### ReDat Coaching
A module for simple communication between supervisors and agents. The communication is based on the principle of inserting notes to recordings of the calls in the player and sharing them.

### ReDat Dashboard
A module for graphical data presentation in the ReDat system.

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## VOICE AND TEXT ANALYSES

### ReDat VoiceProcessor
A module for automatic evaluation and classification of calls through speech analysis based on the Speech-To-Text method. Allows you to display the resulting transcripts. In addition, it also contains an emotion detector, a speech flow detector (dialog flow) and a keyword detector.

### ReDat TextProcessor
A module for analysis of non-speech interactions and general text documents.

### ReDat TopicDetection
A module for contextual analysis of voice and text that returns classification to user-defined topics in real-time. For each call, it determines its main topic.

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## ADVANCED VOICE AND TEXT ANALYSIS USING AI AND MACHINE LEARNING

### ReDat TopicTracker
System extension of the TopicDetection software module. The module expands the existing possibilities for defining templates for analyzing topics and summarizing spoken and non-spoken (text) interactions using machine learning.

### ReDat DataExtractor
This AI tool can be used to create clear summaries, topics in conversations or sentiment analysis. The results are available directly in the record details. It also analyzes calls, from which it extracts data according to the customer's needs based on prompts.

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## INTEGRATIONS

### ReDat API
An application interface for integration of recording system functions and data into other applications (IS, CRM, etc.).

### ReDat CTI
Support of recording control using CTI applications. Supported technologies are Alcatel-Lucent, Aastra, Avaya, CISCO, GENESYS, Siemens, Solidus, and more...

### ReDat SmartConnector
A module for integration of recordings from other recording systems into ReDat system.

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## SECURITY

### ReDat Verificator
A module for verifying the authenticity of recorded calls.

### ReDat Advanced Data Management
A module containing a set of advanced features that guarantee the compatibility of the recording system with the GDPR.

### ReDat Indicator
An installed application allowing real-time indication of recording channel states by visual and acoustic signaling. In the extended version it allows manual recording control.

### ReDat Management System
A module for supervision and management of recording system that supports SNMP protocol.

### ReDat Explorer
An installed application enabling network monitoring of ReDat recording system. Visualizes so called SNMP status variables and traps.

### ReDat Inspector
Separately installed software designed for local work with exported packages of records and their playback.

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## SERVICES

### Installation
The service provides system installation, customization and commissioning. Acceptance tests are an integral part of the installation and user training.

### Training, certification and consultation
To maximize the benefits of our products and to stay in touch with new features and updates, we organize seminars and workshops for both customers and partner companies.

### Support Services (SLA)
SW and HW repairs in pre-agreed reaction times. The ReDat service department is ready to deal with situations and events at the installation site or remotely via a special monitoring and supervision center.

### Maintenance
As part of the Maintenance program, you will receive the option of a free upgrade to new versions of the SW.

### Quality Management Support
The service ensures successful and effective deployment of Quality Management modules and voice and text analysis in a customer's contact center. These include modules QualityChart, VoiceProcessor, TextProcessor, TopicDetection, Reporting, etc.

### Business Analytics
One-time analysis of recordings Business Analytics service enables customers to test the potential of voice analysis on their own data without investing in a new system and new licenses.

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**APPLICATION PLATFORM ReDat eXperience**
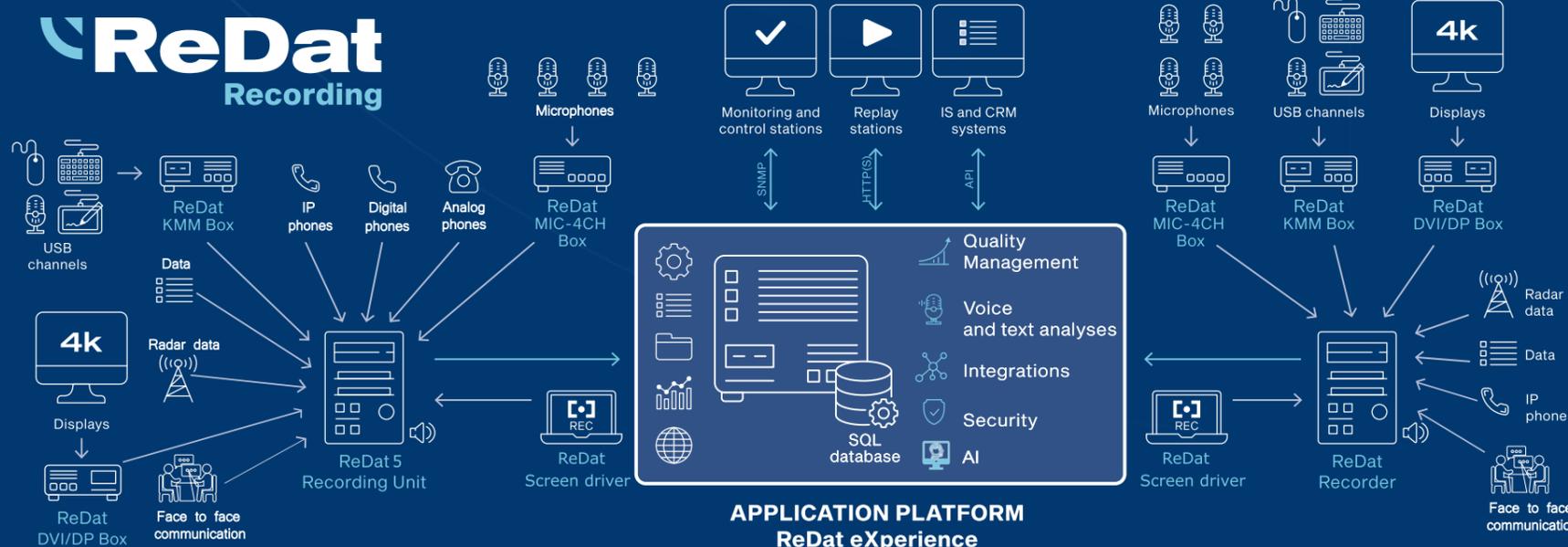
RECORDING, ANALYSIS AND VISUALIZATION VOICE, SCREEN AND DATA

### ATM/ATC

The ATM/ATC segment demands recording systems deliver maximum stability and security with a sufficient level of quality. ReDat for ATM/ATC offers reliable solutions even for such demanding industries like air traffic control.

### DISPATCH CENTERS

A highly modular system with a wide integration potential that fully meets the needs of recording dispatching application, both in terms of telecommunications technology and software applications.

### CONTACT CENTERS

The ReDat system records and analyzes all communication with customers at many contact centers. It processes not only voice but also text and audio-visual communication. The system enables, among other things, efficient management and measurement of performance and is therefore a necessary personal and management tool.

### SOLUTION FOR RECORDING FACE TO FACE COMMUNICATION

Thanks to a unique microphone array, we can record personal interactions between customers and assistants at the counters of branch offices. The quality of the recording obtained is suitable for subsequent processing and evaluation using voice analysis. Together with contact center recordings, the user thus gains a comprehensive overview of all telephone and face-to-face interactions with their customers, which contributes to a significant increase in the quality of services provided.

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