

## PRODUCT BRIEF

# OREKA RA

## Remote Agent Recording and Management



With so many employees and call center agents working from home these days, it is important to ensure at-home staff's work interactions are being recorded, monitored and managed. At the same time, you want to be able to analyze these conversations for customer intelligence and to assess staff's performance to ensure high customer service levels.

Oreka RA captures interactions between your remote agents and your customers, whether they are using VoIP, softphone, mobile phone or landline, and stores them in the cloud. Your team can then access, replay and share these recorded conversations for compliance, customer service, order verification and dispute resolution purposes.

### Feature Highlights

- Remote agent recording
- Quality management module
- Live monitoring
- Third party speech analytics support
- Centralized control of (and secure access to) voice data

### Monitor, Manage & Control

With OrecX, you have full, unrestricted access to your recordings post-call and can easily share them with any speech analytics, voice biometrics, customer experience, AI or business intelligence solution to maximize the value of your customer conversations.

### Versatility

Oreka RA supports:

- Remote site recording
- Active recording (SIPREC, BIB, DMCC)
- Cloud recording
- Mobile recording (VoIP softphone technology, conferencing the recording system as a PSTN number, and mobile-ready infrastructure).