Crystal Quality® is a unified, web based recording system for fixed and cellular calls, Skype for Business, screen, SMS, monitoring and verifications in real time. The system’s hardware allows call centers to record and digitally store all calls or part of them to allow playback at any desired time.

The recording system allows to manage the recordings, to store and play the files easily. It is a tailor-made system with open architecture.

Multi Language user interface based on an intuitive and user-friendly web browser interface.

Crystal Quality® recording system has a wide variety of function to support diverse business requirements. The recording system helps to:

**Improve business processes**
Dispute resolution
Comply with legal regulations
Reduce liability risks
Improve customer service
Increase agents’ productivity

Crystal Quality® recording system is a modular solution best fit to organization’s needs. The system is robust and fully scalable supporting SMBs and high-density contact centers across multiple sites or servers including multiple time zones.

The recording system can support diverse verticals, like:

**Financial institutes**
- Trading Rooms
- Contact and service centers
- Public safety
- Enterprises & SMBs

**Crystal Quality® Main Modules**

- **Crystal Quality® QM** – it helps call centers identify service gaps and improve customer’s experience. It captures, evaluates and analyzes customer interactions, thereby increasing customers loyalty in today’s competitive business environment.

- **Crystal Quality® Agent Application** – the solution broadens the traditional concept of recording and monitoring systems. It enables to append customer’s data to a recording to be used in various business processes, or even control recording (record on demand) including pause and resume while taking confidential information that should not be recorded by law. It allows to use our API to seamlessly integrate the recording system into an existing CRM or any other business system.
  - **Crystal Quality® Form Designer** – it helps to easily design an agent’s scorecards and various dashboard-style reports in an intuitive format that displays every aspect of the agent/call center performance.
- **Crystal Quality® Screen Cap** – An application that enables you real-time live monitoring and the ability to capture screen activities for various business purposes, such as service performance assurance, coaching, etc. An authorized user can view any agent’s screen within the internal network in real-time. Screen and voice recordings are synced although each recording can be played independently. This module supports a multi-screen recording per agent.

- **Crystal Quality® Voice Analytics** – Add-on modules:
  - **Crystal Quality® Transcription** – a multi-lingual transcription engine that transform voice recording files to text files in real time. It can, automatically, identify pre-defined words - Word Spotting. A search can be performed on the text files, that are synchronized with the voice files.
  - **Crystal Quality® Predicative Voice Analysis** – innovative voice call analysis in real time. The system knows to create a personality profile independent of language or culture. A granted patent analysis that is based on hundreds of naturally human speech patterns. These patterns reflect emotional and behavioral perceptions and tendencies like: someone’s temper, risk taking level, social capabilities, openness and adaptability. This system helps in identification and prediction of high risk customers.

**What does the system record?**

Crystal Quality® recording system records a wide range of telephony media channels:

- Analog lines/extensions
- Agents’ Screens
- SIP REC protocol
- Mobile calls & SMS
- Microphones
- SIP channels
- P2P Bus
- ISDN BRI Line
- Two-Way Radio
- PA systems

The hybrid configuration combines all TDM, VoIP extensions & trunks, including mobile calls & SMS, screen activities and database, in a single server. No additional dedicated database, CTI integration or storage server.
Mobile recordings are fully automated and are not performed or executed on the actual device. The solution allows an organization to record all business calls without recording private calls and it is a SIM free solution operated on the cellular network.

Crystal Quality® Main Features:

- **Centralized Recording Management** – multiple recording servers from several locations can be managed and viewed as a single, unified call recording system.
- **Passive VoIP Recording** – enables signaling and voice analysis by port spanning/mirror. It records most protocols without CTI or PBX integration.
- **Active VoIP Recording** – direct recording of PBX environments with live audio streaming from phones/PBX/media gateways.
- **Passive TDM Recording** – records digital phones, including full call details without CTI integration.
- **Diverse Call Recording Approaches** – Full recording 24/7, Selective, On-demand, Scheduled or API triggered.
- **PBX & CTI Integrations** – integration with variety of PBX platforms, most CTI types and VoIP protocols, like: Cisco, Avaya, Mitel, etc.
- **Planner** – a selective recording tool based on pre-defined business rules for maximum flexibility.

- **Search & Playback** – variety of search criteria, including customer’s pre-defined business data fields, to locate and play the desired recording files quickly and accurately.

- **Users’ Management** – an advanced permission management that allows to easily define the system’s access permissions based on their role and group. The permission management allows large organizations and contact centers to control and manage their users efficiently and easily.

- **Voice & Visual Alerts** – failures in the system are detected. The system is monitoring the major modules, like: Database, hardware, storage, etc., in real time and send alerts via email.

- **Live Monitoring** – monitors audio and video in real-time through a web interface.

- **API** – enables integration with additional metadata information received from various 3rd party application such as CRM.

- **Open Standard Architecture** – Crystal Quality® was developed based on open architecture principals that allows endless flexibility in connectivity, integration and customization. The system is based on a web browser with MS Windows OS and SQL/Oracle DB.
▪ **System’s Hardware** – the system is running on standard industry hardware either physical or virtual.

▪ **Flexible Storage** – online network based archiving solution that is suitable for any method of archiving, either for short term or long term, with no storage size limitations. The system supports all network devices with an automatically playback from local or remote storage.

**Security & Regulations:**

▪ **PCI-DSS** – Crystal Quality® is PCI-DSS complaint.

▪ **Encryption & Security** – the system uses TLS SSL protocols to transfer data and to encrypt files that are based on AES algorithm.

▪ **Regulations** – the solution is compliant with several regulations such as MiFID and FSA.

**System’s Licenses:**

▪ **Simple & Transparent License Policy** – all the recording functionalities are included with no hidden costs.

▪ **Dynamic License Agreement (DLA)** – utilizing concurrent recording licenses for maximum interactions at a minimum cost, ie: 500 registered channels and concurrent recording licenses only for 100 dynamic channels.

▪ **Licenses by Modules & Add-Ons:**
  
  ○ Call recording
  ○ Screen recording
  ○ Agent Application
  ○ PCI-DSS
  ○ Mobile recording
  ○ Transcription
  ○ Speech prediction analysis
Why choose Crystal Quality®?

▪ All-in-One solution
▪ Easy to install, use and maintain
▪ Advanced and feature-rich solution
▪ More than 1,000 installations worldwide
▪ High availability including disaster recovery
▪ Online technical support including remote training

About Us:

CIS designs, develops and market multimedia recording and monitoring system with agent performance optimization solution for the global communication market. The company places product quality and technical service at the top of its agenda with integrity.

CIS was established in 2011 and is part of Avdor Group, with more than 15 years’ experience in Telecom. The company headquarter is in Israel with a global network of partners and customers.

CIS’s Objectives:

▪ Keep our cutting-edge solution relevant to market requirements
▪ Become one of the leading recording systems worldwide
▪ Stay agile and responsive to our partners and customers needs
▪ Provide the best value for the money