8x8 Recording

Securely record customer interactions

Easily access recorded interactions

8x8 Recording is an easy-to-use, full-featured interaction recording solution with a simplified interface and search capabilities. It provides encryption for audio and screen recordings, delivers automated or on-demand pause/resume of recordings, in addition to masking sensitive portions of interactions for compliance and security purposes. Administration and maintenance efforts are also simplified as a unified part of the 8x8 platform.

Simplify recording management

An intuitive user interface and search function reduces effort and time required to sort and locate desired audio and screen recordings.

Achieve regulatory objectives

Support PCI, HIPAA, GDPR and other compliance initiatives while recording up to 100% of interactions.

Streamline administration effort

As a unified component of the 8x8 platform, administration and maintenance is centralized to minimize effort.

Key Benefits

- **Increase agent compliance, availability, and proficiency** with added visibility into their desktop activities and any efficiency gaps that exist

- **Meet compliance objectives** by systematically capturing and securely storing all recorded data

- **Identify post-call efficiency opportunities** by capturing screen activity during the after call work period of an interaction

- **Reduce administration and maintenance efforts** with a single interface for user configuration, permissions, and skills

- **Access recordings** when needed and for as long as necessary with flexible storage options

> **"**
> Call recording helps management identify where things could be done better across the company.
>
> – Rebekah Carter
> UCToday

Quickly identify agent coaching opportunities

- **A simple, intuitive user interface** allows supervisors to efficiently search for and locate desired recordings for agent evaluation.

- **Monitor agent desktop activity in real-time** for multiple agents at once. Drill down to individual desktops, even those with multiple displays.

- **Audio is recorded in stereo**, with separate streams for agent and customer, making it easy to understand agent demeanor and quality as well as customer sentiment.

- **Automatic or on-demand pause/resume functionality** allows specific portions of interactions, both screen and audio, to be redacted during and after the conversation.

- **Data encryption ensures a greater level of security** for storing files after the interaction has been captured.

- **Flexible, time-based, encrypted storage options** for 100% of interactions to match data retention needs and requirements.

8x8

For more information, call 1.866.879.8647 or visit 8x8.com