

Xarios Call Recorder

We are Xarios

Our company philosophy is to provide intuitive and reliable communication solutions, which aim to enhance customer relationships and business performance.

Xarios Technologies is an independent software vendor which specializes in communication applications for SME and midrange enterprises.

Established in 2007, Xarios Technologies design, develop and supply a range of telephony applications that enhance the functionality and usability of communications platforms; delivering performance improvements and integration with other business applications.

With offices in the UK & North America, our ability to respond to customer's demands and provide 24hr support makes Xarios a solid investment.

Robin Russell,
Managing Director





Product Overview

Xarios Call Recorder solutions scale effectively across a wide range of specifications, whether the requirement is for small business or for a specialist contact center with multiple sites.

Cost effective and scalable, Xarios Call Recorders are designed to provide tailored solutions that will fit the profile of your specific business operations.

Analyzing business and customer interaction is more important than ever when trying to understand customer requirements, and can assist in gaining a competitive advantage by ensuring your organization remains agile.

Investing in a Xarios Call Recorder at any level provides features and benefits once considered to be only available in large complex contact centers.

Features such as the tagging of recordings into your CRM database, network archiving and retrieval using sophisticated search and playback options are available in a secure environment that complies with the latest regulations and legislation.

Our turnkey solutions store vital information that will assist in improving customer relationships and operating efficiencies by capturing valuable information from customers and suppliers as well as internal business interactions.





Fact Verification

Once in command of the correct information, disputes can be resolved much faster, benefiting the customer and own efficiency.

Take the heat out of misunderstanding by reviewing exactly what was communicated to your customers. When things don't go to plan, there is nothing worse than not knowing exactly what happened.

With its easy to use interface and CRM integration technology, the call recorder interface can be used to locate all communications with a specific client in seconds.

In addition to being encrypted using AES-256, each voice recording has its own unique digital signature.

This is used to verify that the call is genuine, has not been tampered with and if required they are admissible in court for legal purposes.

Misunderstandings between suppliers and customers have become easy to resolve now we have a secure copy of all conversations.

Mark Walton,
Leger Holidays





Quality Control

Reviewing customer experience and improving employee performance is key to growth and customer retention.

The ability to score agent and customer interactions assists in training and setting key performance indicators for employees.

Agent scoring gives you the tools to create your own customized score sheets with which you assess an agent on a variety of topics.

These include greetings, tone and the correct use of information, as well as compliance with internal regulatory scripts.

Monitoring these results over time will ensure that you are achieving the level of customer service your business requires and that key members of staff can be recognized and rewarded.

Our workflow feature automates the search and filtering of recordings and can randomize the sample to ensure an even spread of calls are monitored.



Security

Keeping customer data safe.

Whether recording external or internal calls, many conversations will contain personal or sensitive information.

Whether interfacing with the recorder via the website or the web service API, data access can be controlled through the security profiles.

In addition, audit trails provide details of all play-back, saving and emailing of recordings so you can be safe in the knowledge that access to the data is restricted to those that require it.

In addition to user access control through the recorder interface, all recordings can be digitally signed and encrypted using AES-256 to ensure no one can tamper with or alter the data.

With user and data security rules, comprehensive audit trails, and integrated encryption; the system provides you with the confidence that vital information is both secure and managed in an effective, compliant manner to satisfy customer data protection regulations.



Regulatory Compliance

Regulations surrounding certain industries mean that calls must be recorded in order for the organization to be legally compliant.

Compliance with industry standards and regulations is now common place, reaching all areas of IT infrastructure.

Any system that can potentially store sensitive information needs to provide security and features to ensure access to data is restricted.

This includes call recorder solutions and telephone systems that can be used to store and transmit conversations.

Xarios' recording solutions provide features such as access control, auditing, digital signatures and data encryption that provide your business with the tools to comply with all applicable regulations including PCI, FCA, GDPR and HIPPA.

In addition, it is also possible to use 'pause and resume' technology to ensure that specific pieces of sensitive information are not recorded.

When complying with PCI-DSS, this gives you piece of mind that card payment details cannot be searched for or mined.



Efficiency

Developed with the user in mind, the Xarios Call Recorder focuses on saving time for you and your staff, providing instant access to a wide variety of users within your business, with minimal need for training.

Implementing the Xarios Call Recorder solution allows you to capture valuable information from customers, suppliers and other 3rd parties as well as internal interactions, all within a secure environment.

This vital information will assist in improving customer relations and operating efficiencies.

The Xarios call recording solution employs an easy to use web-based playback system, so there is no need for dedicated playback software.

When configuring the system, users can be mapped to your organizational structure making it simple to assign access rights and security levels.

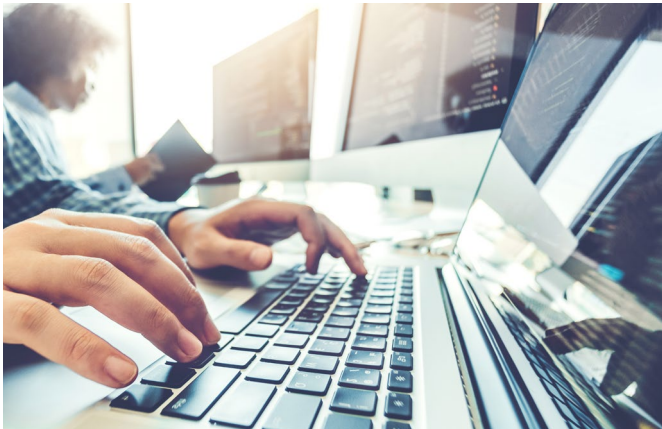
The intuitive interface shows users only the calls they are permitted to see and makes the searching and playback of recordings as easy as possible.

This in turn minimizes the training required by users and makes the maintenance of the solution a quick and simple process.



Architecture

Solutions that use industry standard technology, that support a variety of telephony interfaces and ensure your data is backed up and secure.



Our products and APIs (Application Program Interface) are designed on platforms used industry wide, making them easy to install and support.

Using Microsoft embedded operating systems and SQL Server, the call recorders come complete with required hardware as a turnkey solution.

With support for line (trunk) and extension recording. Interfaces for SIP, ISDN and Analogue presentation and configurable storage options; each system can be configured to suit specific requirements.



Integrated Solutions

Get the most out of a recording solution by integrating features into client side and server side systems.

By integrating the recorder with our Oracle Case Management system we now tag calls against member and case information ensuring we only record calls we need to.

Gareth Baxendale,
Brendan Healthcare



Using the APIs available, the call recording solution can be moved from a stand alone system to an integrated part of your day to day operations.

Calls can be tagged with customer specific information such as reference numbers and order numbers, making finding the right call easy.

In addition, search and playback can be integrated into your own database front end giving direct access to recordings for people that need it.