

RED BOX OVERVIEW

We bring simplicity to recording, with flexible solutions that are easy to install and manage. Red Box covers everything from voice and data capture, storage and event logging, to retrieval, playback and analysis.

VOICE CAPTURE

Installed on just one server, or virtualised, our recorder can capture from over 55 channels including; analogue, digital, mobile, radio and IP telephony communications, as well as video, instant messages and PC screens.

UNIQUE FRAME BASED RECORDING






Red Box's frame-based technology ensures highly efficient and secure preservation of data by recording all active recording channels to single frame files rather than separate files per channel.

HIGHLY RESILIENT

With automated failover between primary and secondary servers and the option of purchasing back up channels, Quantify supports the highest levels of resilience. Easily configurable alarms can be set to keep you up to date about system performance.

FLEXIBLE DEPLOYMENT OPTIONS

For flexibility, Quantify supports on-site, virtual and hosted deployment models. Whichever option you choose, it's easily scalable so can grow with your organisation.

-  1 Day install - on premise or Cloud
-  Capture from 55+ systems
-  99.999% service availability
-  Integrate with a broad ecosystem of AI, BI, CRM, Analytics and Compliance application partners.
-  Highly accurate and multi-lingual transcriptions available for real-time and historical conversations

SECURE STORAGE

Recorded communications are stored in the recorders local CallStore, with options for storage extensions or archiving to external network storage. Configuration options provide support for retention policies and regulatory compliance.

Capture, secure and unlock the inherent value of enterprise-wide voice with Red Box's suite of applications and services.

A CHOICE OF POWERFUL APPLICATIONS

Our Quantify recording system offers a choice of applications allowing you to get the most from your captured communications;



SEARCH & REPLAY

Retrieve recordings and replay conversations via our built-in Media Player based on your chosen search criteria. The perfect application for efficiently searching large volumes of spoken audio content, whether that's for investigation, dispute resolution, call and transaction validation, or compliance checking.



EVENT RECONSTRUCT

Build a visual timeline of events and replay recordings sequentially or concurrently. A very useful application for collating recordings from multiple sources to compile evidence needed for auditing, disclosure and compliance.



LIVE ACQUIRE

Monitor and listen to calls as they happen. A great application for managers and supervisors to provide real-time coaching and assistance.



INSIGHT

Proactively check the status of your recording system through a visual dashboard and hands-off email reports. Access the data needed to understand and monitor system performance and prevent problems.



QUALITY MANAGEMENT

Identify trends and employee training needs by automatically sampling calls for assessment and creating custom scoring forms based on set evaluation criteria.



AGENT CONTROLS

Our agent controls, within the Red Box Workstation Client, provide optional client-side features to help control data that is being captured for each conversation such as PCI Suppression, Call annotation and Record on demand capabilities.

ADVANCED FUNCTIONALITY AND SERVICES

You are in control of your voice data, and we enable you to integrate seamlessly with your existing and future business systems and take advantage of our best of breed partners to unlock additional value.



TRANSCRIPTION

Our transcription service helps ensure regulatory compliance and saves valuable time, whilst delivering even more insight from the conversations taking place in your organisation.



VOICE DATA CONTROLLER

The Voice Data Controller from Red Box provides organisations with a seamless way to consolidate customer voice data within Salesforce® to provide a single view of customer interactions and unlock the value of enterprise-wide captured voice communications.



OPEN INTEGRATION

Red Box offers a comprehensive API architecture giving you complete access to control your Red Box Recorders and integrate seamlessly with your existing and future business systems.

- Transition data from your legacy recorders with our Ingestion API
- Control, Provision and Administer channels and users within your recorder
- Integrate with your CRM for PCI Suppression
- Search and Access calls and metadata from your preferred application
- Use the Export API to push Call metadata, audio and transcriptions into your CRM or Archive
- Access system health and availability from your chosen IT management platform



30 Years' experience



Our solutions are trusted by organisations globally



We deliver software that's easy to install, use and maintain



We are partners with key technology vendors for unrivalled connectivity



Resilience and scalability are core to our offering



businesssystems