



Quality Recording Manager

Authority Software's Quality Recording Manager integrates seamlessly with any telephony provider for secure storage, playback and analysis of audio and video recordings.

Quality Recording Manager

STANDARD AUDIO AND VIDEO FILE FORMATS

Our industry-standard file formats allow playback through any commercial media player and provide access to controls that include variable speed playback, allowing you to play audio at a pre-defined rate of speed, or by simply moving a slider.

AUTO-VERIFY FOR COMPLIANCE

Record only a segment of a call to verify what was stated. If you only need to listen to a section of the recording that is required for regulatory compliance, the system automatically stores only that segment of the recording. No other part of the audio is stored, saving time during the QA management process.

INTERACTIVE DASHBOARDS & RECORDINGS

Display data from any third party application through easy to navigate drill-down dashboards that deliver visual displays of agent, campaign and company performance. Need more detail? Use our standard reports or easily create your own reports using any combination of available data, from any source.

VIDEO CAPTURE

Integrated video recording captures desktop activity to identify challenges in agent performance or desktop navigation. Discover opportunities for best practices and cost savings through improved efficiency. Store integrated video and audio along with quality assurance forms in a single location for immediate retrieval.

MULTIPLE SEGMENT STITCHING

Authority stitches all call segments into a single recording, regardless of the number of times a call was placed on hold, reducing frustrations when reviewing calls for quality assurance.

CSAT AND VOICE OF THE CUSTOMER

Authority provides the ability to store, access and analyze customer satisfaction data from surveys along with the quantitative results from your agent monitoring sessions. Get a comprehensive view of the entire customer experience to identify best practices and training opportunities.

SAME DAY QUALITY ASSURANCE

Native integration to your telephony provider means that with a few clicks you can customize and launch your QA solution in a matter of hours, not days or even months. No new APIs, no cumbersome integration guides, no waiting.

ARCHIVING AND STORAGE

Securely store unlimited recordings temporarily or permanently. Archived recordings can be retrieved for playback in seconds - regardless of how long they have been stored - by searching any combination of customer and call data through our advanced search filters.

SRTP & RECORDING PORTABILITY

100% secure cloud-based access without SRTP restrictions. Users with authorized credentials may download recordings for use with any third party application.

INTEGRATED QUALITY SCORING

Use our built-in quality scoring templates that cover everything from basic script adherence to COPC metrics, or completely customize them to reflect your unique business requirements and criteria for success.

AUDIO REDACTOR

Authority's patented Audio Redactor is the only solution on the market capable of completely deleting and crypto-shredding audio segments that contain credit card authentication data or personal health information for full PCI and HIPAA compliance then stitching remaining audio segments.

DESKTOP AUDIO CAPTURE

Record audio generated by the desktop and download it directly into Authority Center to store as digital media, along with your telephony recordings, for single-location storage, retrieval, and playback

