

truSophix™ Call Recording Platform for RingCentral Virtual PBX

Compliance enhancements for your phone system

The truSophix™ Call Recording Platform for Ring Central Virtual PBX offers comprehensive compliance enhancements and advanced features for call center operations. Here's a refined overview of its key offerings:

Compliance and Recording Capabilities

- Rules-based recordings with multi-level logic for granular control
- Customizable consent logic for single/multi-party consent rules
- Location-specific compliance settings for different states and countries
- White and black listing of employees for selective recording
- HR rule adherence for employee recordings based on office location

Advanced Recording Features

- Diarized call recordings with true multi-channel capabilities
- Stereo or mono recording options for flexibility
- Live audio streaming to external systems for analysis

Analytics and Reporting

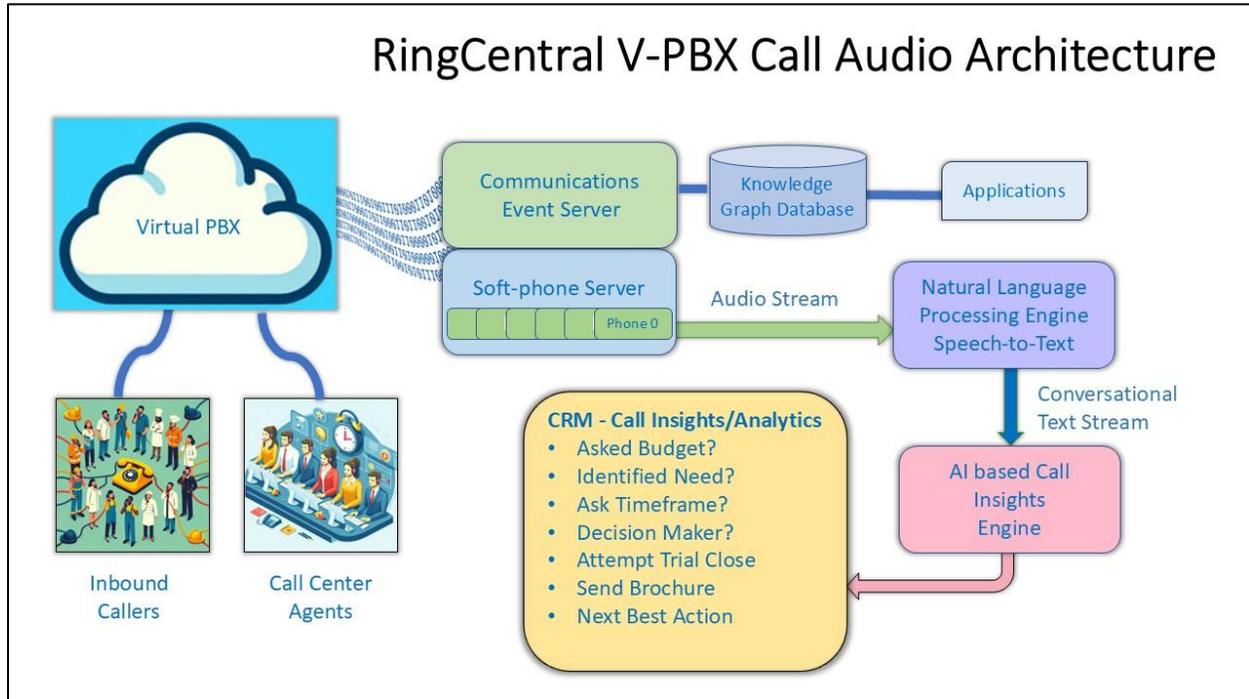
- Diarized transcripts and summaries for enhanced Natural Language Processing
- Conversational pause tracking to optimize processing
- Detailed reporting for agent performance analysis and trend identification

Integration and Customization

- CRM integration capabilities for various systems
- Custom administration and listening user interface (under development)
- Implementation services tailored to specific client needs

Key Benefits

- Enhanced compliance with location-specific regulations
- Improved call quality monitoring and agent coaching
- Advanced analytics for performance optimization
- Flexible integration with existing systems



The truSōphix™ platform addresses the limitations of Ring Central's basic call recording functionality, offering a robust solution for call centers requiring advanced compliance and analytical capabilities.