

Cloud recording with transcription



Overview

Khomp's Cloud Recorder is the ideal solution for call recording, integrated with the Manager One suite. It keeps all recordings encrypted in compliance with LGPD and GDPR, ensuring data security. With flexibility to integrate with CCaaS providers, it guarantees interoperability with existing systems, enabling strategic analysis. Recordings can be configured by campaigns, routes, or origins, capturing only the relevant calls. Its interface makes configuring and managing access policies easy, promoting quality analysis, training, and review. Integrated with Manager One, it offers reliability, monitoring of connectivity, and voice quality, allowing users to search, play, download, and view recordings intuitively.

Cloud native

The platform was conceived and built from the ground up as a cloud-native application to take full advantage of the characteristics and functionalities of cloud systems, such as scalability, availability, security, data management, and the "privacy by design" concept..

Security

Designed with a focus on end-to-end security, Khomp's Cloud Recorder uses SSL and TLS 1.3 certificates to protect data in transit. Call recordings are encrypted throughout their entire lifecycle, from being written to disk to cloud storage, using the ChaCha20 (AEAD) encryption method with a 256-bit cryptographic key, ensuring confidentiality and authenticity. This algorithm is widely used by companies like Google and Amazon. Backed by Khomp's data security and privacy policies, the Cloud Recorder complies with LGPD and GDPR standards, ensuring data protection according to industry regulations.

Management

Khomp's Cloud Recorder offers segmented access to recordings through a multi-tenant architecture, making it easy to add new users without additional administrative effort. This privilege management system prevents unauthorized access and allows custom access levels for clients, operations, and campaigns. Once calls are segmented, users can be assigned access profiles to listen to recordings, access transcriptions, or download files. Additional privileges include organization management, user administration, and integration. The Cloud Recorder also supports advanced search, using fields such as date and time, source and destination numbers, and custom fields, providing flexibility to meet specific needs.

Audio transcription

Khomp's Cloud Recorder converts stereo call audio recorded in Flow into text, separating the agent and customer channels. Using AI and neural networks, the transcription identifies speech and timestamps, making it easier to analyze service quality, script adherence, and compliance with standards. It is possible to search for specific terms within transcriptions, helping locate and review recordings. In industries like finance and healthcare, transcription ensures regulatory compliance and helps resolve disputes. Transcriptions can be downloaded or automated via integrations, feeding external systems for advanced analytics and valuable insights extraction.

Technical specifications

Security

- Encryption of recordings throughout the entire lifecycle
- Compliance with LGPD and GDPR
- Segmentation of data access
- Operation of quality monitoring programs across different campaigns
- SRTP, DTLS, and IPsec media protocols
- ChaCha20 (AEAD) encryption method

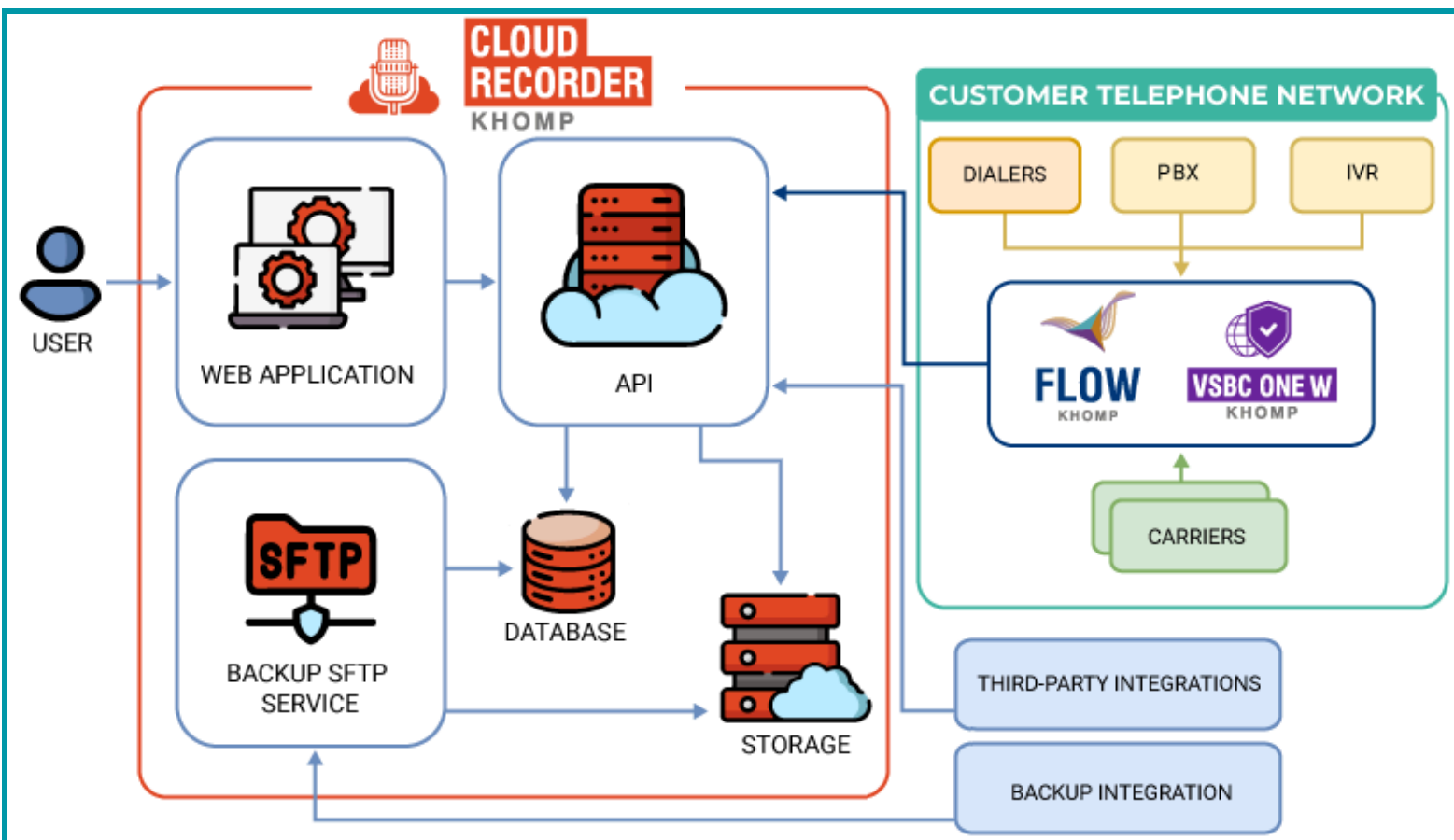
Advanced Search / Integration

- Call transcription and search for terms within interactions
- Search for business terms and data
- API for third-party system integration
- SIPREC standard for recording
- IPv4 to IPv6
- RTP with conversion between UDP, TCP, SRTP, and DTLS
- SIP trunking
- Direct routing for Microsoft Teams, with or without media bypass interoperability

Recordings

- Centralized point for all client recordings
- Integrated with call routing
- Stereo recording and cloud storage

Application models



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