cistera

RecordIT | CaptureIT
MonitorIT

Business performance insights and compliance

The current economic reality is one of increased competition with highly informed customers that demand high value at the best prices.

Customer experience is the single biggest differentiator for businesses

By harnessing Cistera recording, reporting and analytics technology, our clients have an edge in business intelligence, compliance and quality assurance.

For over two decades Cistera has been developing ground breaking solutions for global organizations across most industries. Delivered via the cloud or an on-site server, both out-of-the-box and customized solutions are available.

How can expert listening improve your organization?

Training Insights and Tools	Product Development Insights	Efficiency Improvement	Safety Alerts	Team Supervision	Entire team Capture - LMR
Sales Insights	Marketing Insights	Regulatory Compliance	Employee Engagement	Legal Risk Management	Big Data Analysis

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Helping organizations to become expert listeners

RecordIT CaptureIT • MonitorIT

CaptureIT

Reliable recording transcription for compliance, transaction verification and legal protection

Choose to record some or all calls in a pre-defined group, department or coll center team

Multi-level permissions by access PIN for data and playback from phones and web browsers

Record ACD, PABX, Mobile and LMR device calls - integrated on your customized data dashboard with Cistera ReportIT

100% Cloud based for access anywhere, on-site server if required - *read more>*

Personalized desktop experience for each user, agents, supervisors, managers, various departments and senior executives

Agents can be grouped by department, team, skill level or location

Call filter technology identifies and removes sensitive data such as credit card numbers or other pre-defined criteria

Filter customer feedback with pre-defined keywords for agent evaluation and marketing

Capture threatening calls with keyword filtering to enhance security, assist in resolving disputes or to assist law enforcement

Provides a feedback loop that automates compliance and audit functions

Store data securely meeting ATO, HIPAA and PCI regulations with Cistera SecureIT

Voice recording and screen capture on all workstations and screen resolutions, undetectable to agents

Enhance agent experience and close rate with live data and prompts

Agents can dictate important notes, ideas or 'to do' items: Dictated audio files can be shared by email

Attach files to a problem ticket, save them with account information to share

Capture and replay customer interactions during agent training

Cistera provided a cost-effective system to improve our every day communication capabilities and also ensures that if the need arises, we'll be better prepared to react in a dangerous situation

Darrell Maxey
Birdville Independent School District

80%

of customers prefer phone support over online support!

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RecordIT | CaptureIT MonitorIT

Compliance protection and management

RecordIT CaptureIT • MonitorIT

In the heavily regulated healthcare, banking and finance industries, The Cistera Suite ensures compliance and protection against fraud and litigation by recording all interactions meeting most regulatory standards including PCI and HIPAA compliance. We provide easy search functionality and secure archiving so that you have what you want when you want it.

MonitorIT

Supervisors can silently monitor monitor call and screen activity in real-time for quality assurance - on-site or remotely

With one-way whisper functionality supervisors can assist agents on an as-needed basis during live calls offering real-time coaching

Monitoring can be randomized or based on any number of variables including agents, supervisors or time-of-day

Monitoring can be web-based or via standard IP extensions, or even from analog or cell phones

Evaluation recordings can be randomly selected for both inbound and outbound sessions

Agents can access personal results, supervisors can access results based on customized permission criteria

Compliance and technology partners

vmware® PARTNER
TECHNOLOGY ALLIANCE

Microsoft Power BI
Red Carpet Partner Program

IBM Watson

PCI Security Standards Council
🔒 PCI COMPLIANT

HIPAA Compliant

Mark III Systems

The Cistera Suite

RecordIT   LMRconnectIT   AnalyzeIT   AlertIT