

ASC becomes the only provider of a recording and analysis solution to cover the entire Mitel portfolio

neo 5.3 also provides improvements for the cloud and for analytics and addresses GDRP requirements

Hösbach, June 06, 2018 – ASC is presenting its latest version of its recording, analytics, and quality management software. The release of neo 5.3 makes ASC the only provider of a solution covering the entire Mitel portfolio. For many years, ASC and Mitel have been cooperating closely in a solid partnership. “ASC is Mitel’s preference solution partner for enterprise recording – a fact that we are definitely very proud of”, confirms Marco Müller, Chief Operating Officer of ASC.

ASC offers integrated certified solutions to record and analyze customer communication for Mitel MiVoice MX-ONE, MiVoice Business, MiVoice 5000 as well as for Mitel MiCollab and Mitel MiContact Center Enterprise. On top of that, mobile phones can be recorded by means of the one-number service of MiCollab. Furthermore, the feature “call intrusion” allows recording any device. In addition to IP phones, this includes analog, TDM, and DECT phones.

Moreover, the latest ASC solution features an optional license for the purposeful deletion of conversations which is one of the key requirements of the European General Data Protection Regulation (GDPR). “According to the GDPR, customers of a company have the right to request the deletion of their personal data (“Right to erasure”) – neo 5.3 puts companies in the position to do just that”, explains Dr. Gerald Kromer, Chief Executive Officer of ASC. Other requirements such as easy and fast access to recordings as well as definable storage times have been an integral part of the ASC portfolio since the beginning of the neo line.

Another highlight that ASC is offering its customers with the neo suite 5.3 is a download client. This tool allows safely transferring conversations recorded in the cloud as well as to save and administrate them locally. Especially large enterprises active on a global basis will be interested in the innovation “Multiple Language” because it allows to analyze conversations in several languages with just one tenant.

For more information about ASC’s portfolio please visit www.asctechnologies.com.

PRESS INFORMATION

About ASC

ASC is a worldwide leading software provider of omni-channel recording, quality management and analytics addressing all enterprises with recording needs, especially contact centers, financial institutions and public safety organizations. ASC records, analyzes and evaluates interactions across all media, either as an on-premise or cloud solution. Headquartered in Germany and with subsidiaries in United Kingdom, France, Switzerland, Romania, Dubai, United States, Brazil, Hong Kong, Japan and Singapore as well as a worldwide service network, ASC is a powerful global player in its industry.

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We record & analyze communications

