



## Introduction

Spescom's proprietary solutions assist organisations to address the external and internal risks associated with essential business value drivers such as *communication, information security and business continuity*. They do this by providing cutting-edge technology for performance management, workforce optimisation, quality assurance, transaction recording and long-term archiving -- all of which influence good corporate governance.

## PRODUCTS

### 1. Voice and screen recording

The Libra voice recorder with incorporated screen recording helps enterprises comply with legislation that requires record keeping. These recordings also provide tamper-proof evidence to lower business liability.

In a business environment where a single transaction could be worth millions of rand, business confidence is extremely important to your customers. Voice and screen technology mitigates the risks associated with reputation and business confidence; and customers can rest assured that the information, investments and other important assets left in your care are safe.

DataVoice's Nexus platform binds a distributed collection of recorders, regardless of where they are located in the world, into a single system. The user is offered a unified view of all data, with security determining access rights for each individual. The user experience is the same as for a single Libra recorder, with secure search and playback being offered via a Web interface. Transactional information that needs to be stored for the duration of a contract, as stipulated by legislation, requires extensive archiving facilities. The centralised storage capability offered by Nexus enables the effortless management of the mass storage devices needed in these environments.

### 2. Mobile voice recording

Libra Mobile provides enterprise-level mobile voice recording, keeping records of transactions conducted using cellular phones. Conversations that contain transactional information or advice which may have legal implications are downloaded onto a Libra recorder server which enables access to this information at enterprise level.

ReMo is a downloadable application for mobile phones, designed to provide mobile recording for organisations that do not need enterprise class solutions or cannot justify the expense of a recording server. It is a hosted service which stores phone conversations, text messages and captured images in a Web based vault that can be accessed only by authorised users. This technology addresses the compliance requirements faced by, for example, independent insurance, financial or stock brokers who conduct a significant portion of their business from their mobile office.

### 3. Speech analytics

Legislative compliance requirements, plus the growing trend towards conducting business on the move, has compelled companies to take a hard look at data management and, specifically, the high-risk arena of paperless transactions.



The vast amount of information that is captured in a recording can be assayed by tools designed to perform key tasks, including screening out problem interactions. The two main facets to this process, namely word spotting and speaker verification, prove to be of inestimable value in mining information from a recording and transforming it into business intelligence.

#### **4. Workforce optimisation**

Qnique is a comprehensive performance management suite, designed to assist organisations with human capital risk management. Traditionally within the contact centre and now increasingly important across the entire enterprise, the need for a comprehensive workforce optimisation suite to address the risks associated with this valuable asset is growing. This suite caters for unbiased performance assessments and auditing built on fair labour practice. It is also a recruitment package that takes much of the guesswork out of the staff selection process, and e-learning and skills development tool that adheres to NQF standards and provides a client feedback and quality evaluation system. Staff who feel valued, whose career development needs are addressed and who are confident that their performance evaluations and subsequent incentives are based on measurable, industry accepted criteria show increased productivity, customer service quality and loyalty towards the company.

#### **The Spescom difference**

Spescom's products and solutions are underpinned by, and tested on sound governance practices. Through its partnership with CGF, the company ensures that all of its products, methodologies, solution definitions, implementation and commissioning are firmly rooted in sound governance principles and practices.

#### **CONTACT DETAILS**

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