

Voice Data Controller For Salesforce®

Never miss a spoken word - capture all conversations across your business

- ✓ Capture & align ALL calls to Salesforce contacts, accounts & leads
- ✓ Search for keywords in transcriptions
- ✓ Replay audio at the click of a button directly within Salesforce
- ✓ Analyse calls using native Salesforce reports & dashboards
- ✓ Available on the AppExchange
- ✓ Lightning ready

Red Box is a leading global provider of secure and resilient voice capture solutions from over 55 UC and telephony platforms.

Our Voice Data Controller application fuels the best agent & customer experience by enabling secure and accurate mapping of conversations to contacts, accounts and leads within Salesforce, ensuring complete visibility of your customer interactions in a central location easily accessible by call agents, sales managers and compliance teams alike.

Comprehensive capture

Audio can be captured, transcribed and imported to Salesforce from multiple systems including telephony, UC, mobile, trading, radio & contact centre platforms, with rich metadata to support automatic assignment to a Salesforce lead, account or contact record.

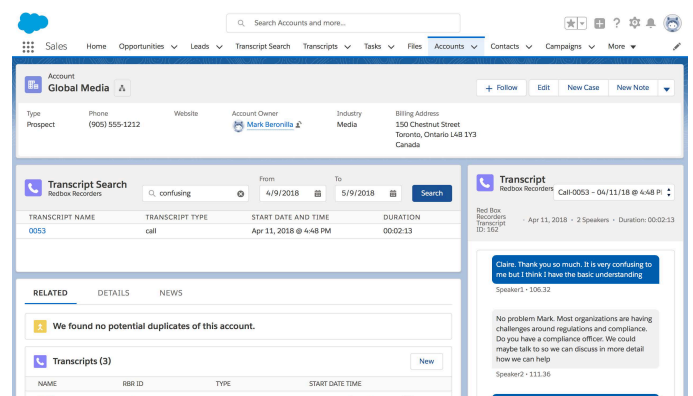
for key words or within particular date ranges. Searches can be made across all transcriptions in Salesforce or drilled down at a company or contact level.

Analysis can also be undertaken utilising the rich metadata captured using native Salesforce reports & dashboards.

Transcription

Using deep and recurrent neural network algorithms, we are continuously pushing the boundaries for what was thought possible for quality in speech recognition with our transcription service.

With fast and accurate text representation of audio conversations seamlessly integrated into Salesforce, businesses are provided with a unique data set that can deliver increased insight within a familiar environment and through native Salesforce reports.

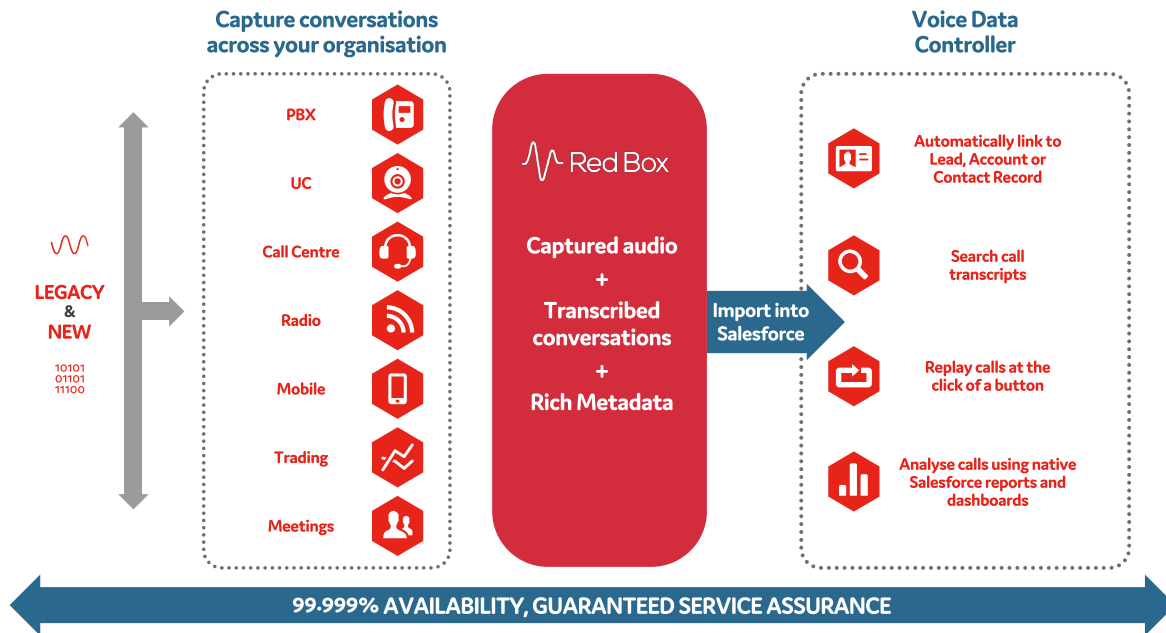


Search & Analysis

The Voice Data Controller enables enhanced search capabilities of transcribed calls, whether

Replay & Listen to Calls

Through a secure authentication link to the Red Box platform, users can replay audio at the click of a button directly from the Salesforce application, in line with an organisations' replay authorisation policies.



Governance & Compliance

The ability to quickly search for specific words and phrases, can support compliance whilst reducing operational costs and saving time in the process. The Voice Data Controller application can be used by compliance officers and governance teams to:

- Ensure adherence to scripted disclaimers such as Ts&Cs across an entire contact centre or for individual agents or investigation.
- Review, analyse and report on recorded audio across trading floors to highlight inappropriate behaviour and comply with proactive monitoring requirements.
- Support GDPR compliance by searching for key words across your database to identify things such as the collection of consent or the identification of personal information.

Sales & Customer Service

By using the transcribed data to analyse trends from customer conversations and identify patterns in customer behaviour, sales representatives can use the voice data controller to:

- Improve customer experience.
- Gain better insight into their customer interactions.

- Easily review and validate calls using the transcripts in context with the customers record.
- Work more efficiently by extracting data from conversations without having to take notes.

Sales & Business Development Managers can use the app to monitor how their sales teams are performing and analyse recorded sales calls to validate forecasting and pipeline creation, by having easy-to-review transcript evidence of agreements made with customers during calls.

One View

The Voice Data Controller provides organisations with a seamless way to consolidate customer call records within Salesforce to provide one view of customer interactions and unlock the value of enterprise wide captured voice communications.

The Red Box Voice Data Controller is available now in the AppExchange. For more details please get in touch by emailing the team at salesforce@redboxrecorders.com