TRANSITIONING TO THE CLOUD WITH COMMUNICATION RECORDING AGENT

UNIPHORE

Unlock the full potential of your call recording capabilities by transitioning from on-prem Quantify to Uniphore's cutting-edge cloud-based Communication Recording Agent solution.

Designed for seamless deployment and scalability, Communication Recording Agent offers granular policy-based recording, retention, enterprise access control, and comprehensive audit logging, ensuring that you have full control and access to your data. Experience effortless management of your recordings with various storage options including the flexibility to bring your own storage, all while ensuring robust data security. Make the switch today and empower your team with a modern, extensible cloud architecture that meets the demands of today's dynamic business environment.

Experience the Benefits of Shifting to Communication Recording Agent Cloud Solution

Transitioning to Communication Recording Agent not only enhances your recording capabilities but also brings a host of compelling benefits that empower your enterprise:

- **Regulatory Compliance and legal adherence:** Ensure adherence through granular policy-based recordings, filtering capabilities and retentions tools.

- **Scalability:** Uniphore expertly manages the infrastructure, ensuring effortless scaling to meet your business demands.

- **Security:** Enhance security through fine-grained access control and comprehensive audit logging of system access, data access, and system changes.

- **Cost Efficiency:** Eliminate the burden of hardware maintenance and upgrades, resulting in reduced IT infrastructure and personnel costs. Offer flexibility for users to bring their own storage.

- **Value Expansion:** Built on a scalable platform, Communication Recording Agent supports growth across various applications on the Uniphore Business AI Cloud, including Conversational Intelligence Solutions, Agent Assistance and Self Service.

- **24/7 Support:** Our standard subscription includes around-the-clock support, so you're never alone in your transformation journey.

- **Innovation:** Provide continual updates that provide fixes and enhancements, keeping your system at the forefront of technology.

EFFICIENT TRANSFER

Migrate years of call recordings to Communication Recording Agent with a focus on maintaining data integrity, ensuring that all calls are transferred without duplication, corruption or loss.

CONSISTENT DATA HANDLING

Ensure that calls and metadata as captured originally by Quantify will be carried forward into Communication Recording Agent, providing a smooth experience for users.
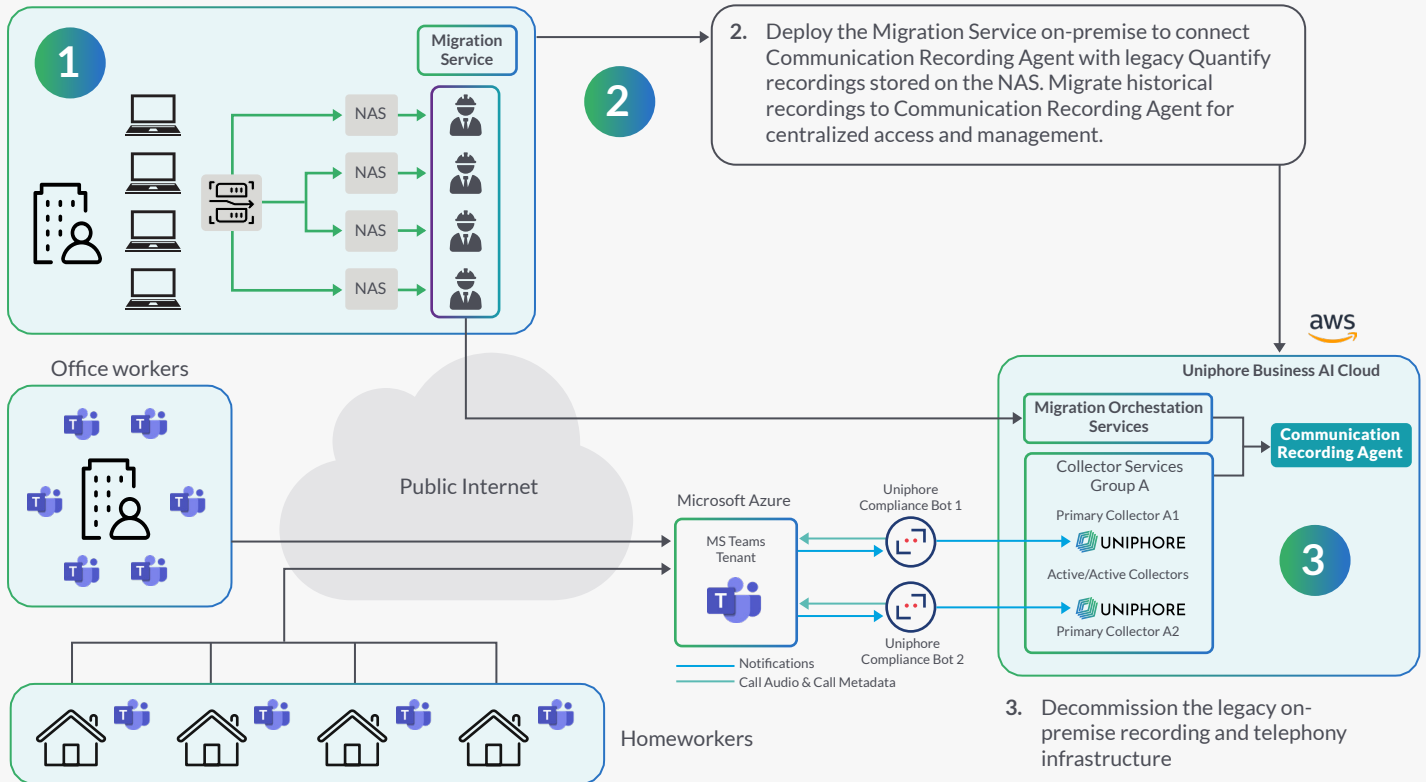
UNINTERRUPTED OPERATIONS

Allow Quantify or Communication Recording Agent to continue capturing real-time calls during the migration process, minimizing disruptions and maintaining business continuity.

Make the switch today and elevate your recording experience with Communication Recording Agent's innovative cloud solution! Reach out to sales to know more.
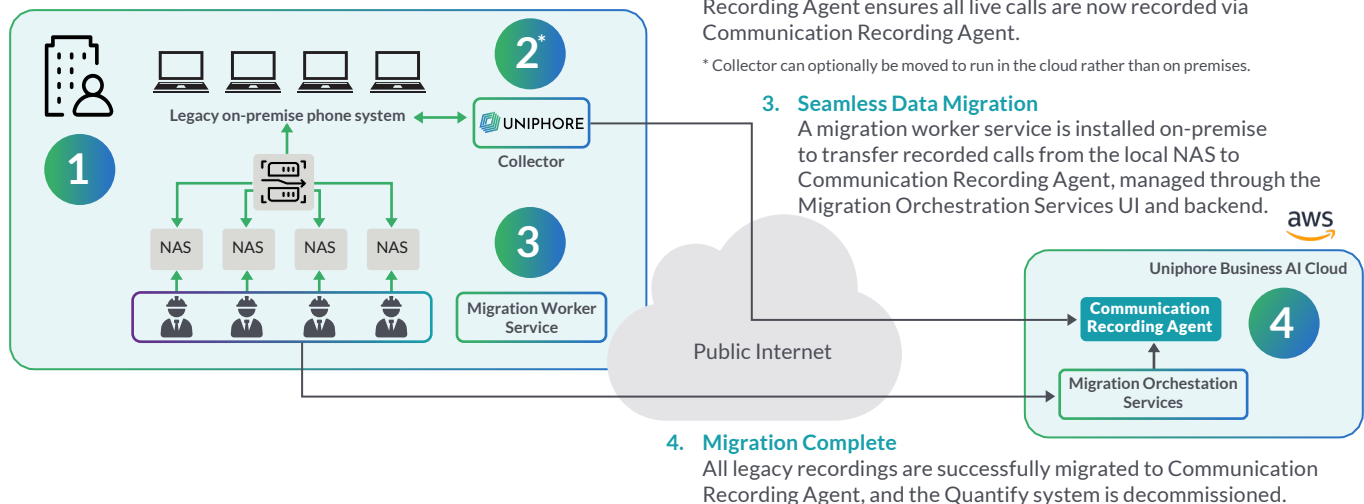
Book a demo

Scenario 1: Customer embraced cloud first strategy and switched telephony and capture solutions to cloud; migrating their legacy recordings from Quantify into Communication Recording Agent

1. Set up a parallel cloud telephony and Communication Recording Agent solution, then cut over live telephony and call recordings to the new system.

2. Deploy the Migration Service on-premise to connect Communication Recording Agent with legacy Quantify recordings stored on the NAS. Migrate historical recordings to Communication Recording Agent for centralized access and management.

3. Decommission the legacy on-premise recording and telephony infrastructure

Scenario 2: Customer transitions to Communication Recording Agent for cloud-based call recording while keeping their existing on-prem PBX. They migrate legacy Quantify recordings at their own pace, eventually, retiring their on-prem recording system.

1. **On-Prem Telephony & Compliance Recording**
   Legacy telephony with Quantify records all calls on a local NAS, following retention and compliance policies.

2. **On-Prem Collectors & Communication Recording Agent Cutover**
   On-prem collectors are connected to the existing telephony system. A seamless cutover from Quantify to Communication Recording Agent ensures all live calls are now recorded via Communication Recording Agent.

   * Collector can optionally be moved to run in the cloud rather than on premises.

3. **Seamless Data Migration**
   A migration worker service is installed on-premise to transfer recorded calls from the local NAS to Communication Recording Agent, managed through the Migration Orchestration Services UI and backend.

4. **Migration Complete**
   All legacy recordings are successfully migrated to Communication Recording Agent, and the Quantify system is decommissioned.

Scenario 3: Customer wants to stay on a supported platform while retaining access to their legacy Quantify recordings. They are decommissioning their old Quantify system as part of the process.

1. The Communication Recording Agent Worker service is deployed on-premise, and Communication Recording Agent tenant is provisioned in the cloud.

2. Call data is migrated from Quantify to Communication Recording Agent at customer's own pace, allowing flexibility and control over the migration timeline.

3. Once migration is complete, the legacy Quantify system can be decommissioned. Historical calls remain accessible in Communication Recording Agent for treatment, further processing, or export, as needed.