



Innovative Solutions for Call Monitoring and Recording



Saving Costs, Improving Processes, Enhancing Employee Performance, Documenting and Retaining Valuable Business Information

Organizations, companies, and businesses have already discovered the benefits of collecting and retaining communications with customers and users. For example - improving business processes, resolving disputes with customers, meeting legal requirements, and complying with regulation, reducing liability risks, improving service quality and management, and more.

The challenge is to find the right solutions for your organization's specific needs, and integrate them into a complete, reliable solution with minimal cost, overload, and maintenance.

At Avdor CIS, we identified these challenges several years ago, and developed **Crystal Quality**[®] - our recording & monitoring solution - to overcome them:



Supports PCI DSS, encryption, secure browsing from any browser including multiple languages and users, and much more



Customizable for any organization or hotline, upgrading it with additional features such as: recording representative screens, employee feedback, identifying sentiments, full and partial transcript (speech to text), extracting entities, identifying speakers and more



A fully customizable solution for service organizations, adapted for local, private, and public cloud environments



Our Worldwide support centers offer personal and fast response

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Headquarters: Avdor CIS

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Avdor CIS Designs, Develops and Sells Recording & Monitoring Systems for the Global Telecommunications Market

Our integrated solution includes:

- Recording calls and monitoring screens in real time - including any PBX and call center, on-prem or cloud - mobile, SMS and WhatsApp!
- Monitoring and analyzing call center calls and screens in real time, and constructing a personality profile based on speech patterns analysis - independent of language & culture
- Reflecting emotional responses and tendencies towards certain behaviors, risk aversion, social openness, adaptability and customers-at-risk scoring
- Feedback forms and agent scoring
- Word Spotting
- Browser-based multilingual user interface



Solution Environment



Supports a variety of environments: VoIP - ANALOG \ TDM



Supports ISDN BRI lines, E1 / T1 PRI lines, SIP lines, SIPREC protocol



IP-based analog radios, public address and emergency systems, landlines, microphones and ambiance recording



Integration with a wide range of PBX and call centers



Avdor CIS

Avdor CIS designs, develops and markets recording and monitoring systems and agent performance optimization solutions for the global communications market for over 22 years. Avdor CIS leads the Israeli call center recording and monitoring market and has a worldwide distribution partners network and a global customer installed base. With feature-rich, AI-driven functionality and built-in analytics, the company's recording solutions serve over 100,000 globally supported reps and can be easily integrated with external applications and facilitates for rapid deployment in any cloud or on-premises environment.



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