CHORUSCX

Interaction Recording

Reliable, Comprehensive, Intuitive

Recording is the first step in building a compliant environment and an effective workforce optimization program. ChorusCX undergoes rigorous testing to verify 100% reliability. Records are saved with associated data for easy search and retrieval and can be automatically encrypted for security.

Highlights

- Integrates with top Unified Communication platforms
- Maintain industry compliance
- Capture all interactions, including call and screen, chat, and email
- Easily locate, share, and review recordings with custom Views
- Set up Alerts to quickly monitor important interactions

ChorusCX Reliability

We ensure ChorusCX is compatible with your telecommunications solution and is flexible to meet your configuration preferences, so you can spend time driving results—not troubleshooting. Record with confidence, today and into the future, knowing that with ChorusCX you can:

- Integrate with one or a combination of major Unified Communication platforms.
- Access ChorusCX in the cloud or on premise.
- Scale to any size across multiple departments or locations.

Complete Capture

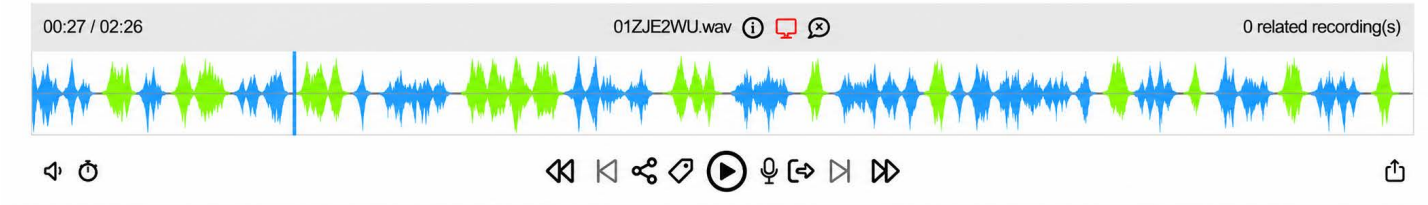
Recording audio conversations and desktop activity, ChorusCX provides a complete view of the customer experience and adds contextual value during performance and process reviews.

ChorusCX call and screen recording

The following add-on options are available to augment the Essentials package:

- Records all agent/customer audio conversations.
- Records desktop activity in sync with audio conversation.
- Captures multiple monitors in screen recordings.
- Continues to record desktop after the call concludes, for visibility during wrap-up.

ChorusCX also provides an optional feature, Desktop Recording, to record agent desktop activity in 10-minute increments throughout the day with support for multiple monitors. Desktop Recording helps to measure and improve performance of agents working on chat or social media customer support desks. Desktop Recording provides insight into agent activities while assisting customers and during idle times.



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Security

With interactions reliably and completely recorded, ChorusCX offers security tools to maintain compliance with industry requirements, such as PCI and HIPAA.

- ChorusCX eCapture and ePause prevents contact centers from recording sensitive data but still captures the agent/customer interaction for quality review, training opportunities, and more.
- ChorusCX Encryption secures sensitive data captured in call or desktop recordings by encrypting it per business and industry requirements. Only users granted the necessary permissions may access encrypted recordings.

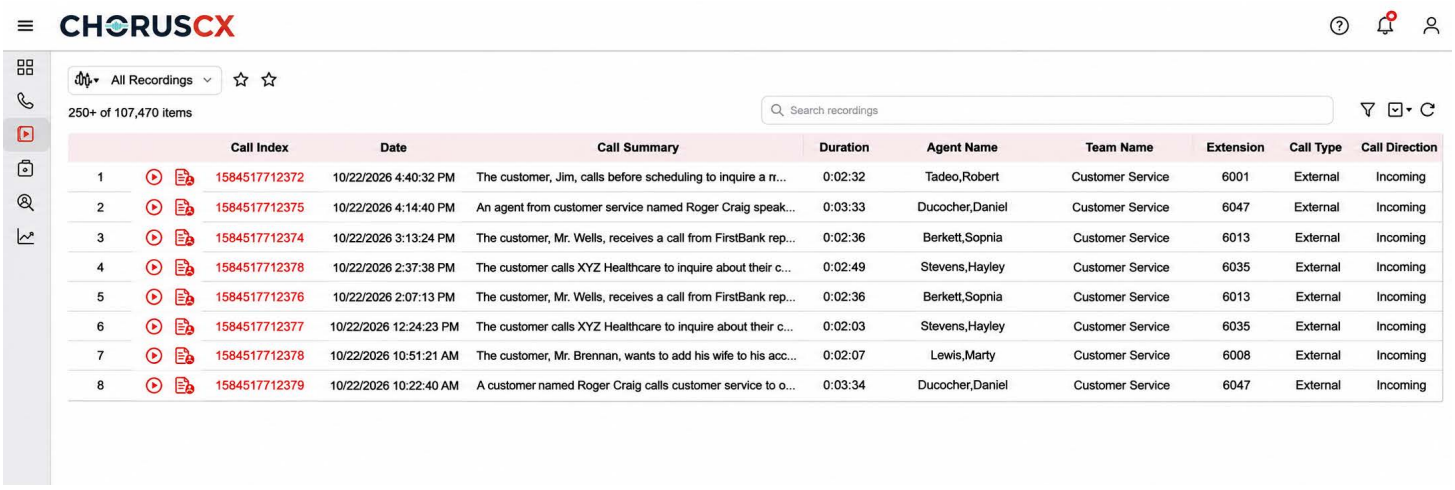
Permissions are configurable in ChorusCX for individual and group levels, from access to encrypted data to exporting recordings and more, security can be set to remain safely within industry requirements.

Efficient Navigation and Workflow

ChorusCX makes it easy to organize, retrieve, and review recordings. By selecting criteria, such as date, team, excessive hold time and more, recordings that match the criteria are shown in customized Views. Each View can be saved for individual use or shared with other stakeholders.

When reviewing recordings in the ChorusCX Player, comments can be added as audio or text notes to suggest an improvement for an agent or to encourage an agent on a job well done. Comments may also be used to tag the recording for later review, such as saving the recording for use in training materials.

Alerts may also be configured to quickly monitor important interactions. When ChorusCX encounters an interaction that meets the criteria for an alert, the software sends an email to the users noted, allowing them to swiftly address the situation.



	Call Index	Date	Call Summary	Duration	Agent Name	Team Name	Extension	Call Type	Call Direction
1	1584517712372	10/22/2026 4:40:32 PM	The customer, Jim, calls before scheduling to inquire a n...	0:02:32	Tadeo,Robert	Customer Service	6001	External	Incoming
2	1584517712375	10/22/2026 4:14:40 PM	An agent from customer service named Roger Craig speak...	0:03:33	Ducocher,Daniel	Customer Service	6047	External	Incoming
3	1584517712374	10/22/2026 3:13:24 PM	The customer, Mr. Wells, receives a call from FirstBank rep...	0:02:36	Berkett,Sopnia	Customer Service	6013	External	Incoming
4	1584517712378	10/22/2026 2:37:38 PM	The customer calls XYZ Healthcare to inquire about their c...	0:02:49	Stevens,Hayley	Customer Service	6035	External	Incoming
5	1584517712376	10/22/2026 2:07:13 PM	The customer, Mr. Wells, receives a call from FirstBank rep...	0:02:36	Berkett,Sopnia	Customer Service	6013	External	Incoming
6	1584517712377	10/22/2026 12:24:23 PM	The customer calls XYZ Healthcare to inquire about their c...	0:02:03	Stevens,Hayley	Customer Service	6035	External	Incoming
7	1584517712378	10/22/2026 10:51:21 AM	The customer, Mr. Brennan, wants to add his wife to his acc...	0:02:07	Lewis,Marty	Customer Service	6008	External	Incoming
8	1584517712379	10/22/2026 10:22:40 AM	A customer named Roger Craig calls customer service to o...	0:03:34	Ducocher,Daniel	Customer Service	6047	External	Incoming

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