



Recording Compliance Manager

Designed for Audio & Screen Recording Compliance

www.blackbirdpros.com

BENEFITS your BUSINESS



Mitigate the risk of substantial **Penalties**.

Negates chances of **Compliance** and **Integrity** of call recording.



Service Level Overview of **Multiple Businesses**.

Technical Proficiency

Real Time Status & Analysis

Real-time update within the initial 10 seconds of the call's commencement along with periodic reports on call recording status every 45 minutes.

SLA Compliance

SLA configurations available for sub-processes, enclosing warning, minor, major, and critical levels.

Server Health Monitoring

Pre-measures the recorder health while preserving recorder integrity.

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User On-Boarding Off-Boarding Application

Seamless & large-scale user onboarding and off-boarding

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BENEFITS your BUSINESS

*Enhances efficiency by saving **Time** and minimize human leading to significant **Cost Saving**.*

*Reduces **Human Errors & Intervention** with streamlining onboarding process.*



*Integrates with **various Platforms** at same time to create IDs & enhances overall **Productivity**.*

Technical Proficiency

Automation Technology

User creation is integrated with automation technology for creating ID's & reducing human efforts substantially.

Reporting

Reports available in multiple formats, including historical data, daily summaries depending on specific requirement.

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Centralized Call Retrieval Solution (CCRS)

*Created for Transferring call recordings
between platforms*

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BENEFITS your BUSINESS

*Reduces the Infrastructure
Requirements related to call
retention, resulting in
significant **Cost Savings**.*



*Assists in adhering to **Regulations**
and **Retention** protocols for call
recordings.*

*Builds **Reliability** and
Confidence with clients.*

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Technical Proficiency

Universal Platform

*Can be implemented across various OEM
platforms.*

Export Capabilities

*Capable of exporting recorded calls in
both encrypted and non-encrypted forms.*

Multiple Formats compatible

*Supports multiple formats for call
extraction including viz, mp3, mp4, .wav
and others.*

Integration with Playback Portal

*The calls obtained can be accessed and
played using our solution Universal
Search & Replay Portal.*

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Universal Search & Replay (USR)

Designed for Efficiently retaining Call Recordings

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BENEFITS your BUSINESS

*Streamlines **Storage Costs** while adhering to Budget limitations.*



*Negates chances around **Compliance** and **Integrity** of call recording.*

***Customer Retention** by providing comprehensive data over an extended period, beneficial in case of emergency.*

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Technical Proficiency

Compatible System

Improved user experience through seamless and user-friendly playback that integrates effectively with the current system.

Historical Data

Maintains and archives call recordings and evaluations for easy retrieval and playback as needed.

Standalone Portal

The calls obtained can be accessed and played using our solution Universal Search & Replay.

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Unified Telecom Operations Manager

Designed to Simplify the Infrastructure

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BENEFITS your BUSINESS

Maximizes **Return on Investments (ROI)** through improved resource allocation and optimized operational processes.



Improves **Efficiency** by consolidating multiple telecom operations into single platform and negating **Duplication** of efforts.

Enabling operators to make informed **Decisions**, identify trends, and **Plan** for future telecom enhancements.

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Technical Proficiency

Enhanced Visibility

Real-time monitoring & reporting functionalities, providing extensive insight into telecom performance, service quality

Multiple Module Resolution

Offering modules to effectively manage Telecom Infra aspects including station utilization, trunk utilization, DID testing, and call billing, among others

Reporting

Offering wide range of reports to provide comprehensive overview of your Telecom Infra.

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