



# Recording Compliance Manager

*Designed for Audio & Screen Recording Compliance*

[www.blackbirdpros.com](http://www.blackbirdpros.com)

## BENEFITS your BUSINESS



Mitigate the risk of substantial **Penalties**.

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



Service Level Overview of **Multiple Businesses**.

## Solution Features

### 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** managing the workforce.*

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



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

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## Solution Features

### 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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## **Solution Features**

### Universal Solution

*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 constraints.*



*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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## Solution Features

### 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 Universal Search & Replay web portal.*

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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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## Solution Features

### 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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