

# clarify<sup>®</sup>

for SIP End Points



Clarify for SIP End Points is a suite of recording and quality management tools, designed to evolve with your business and support the way you work.

**oak**   
innovation

Clarify uses clever features to improve workflow, simplify compliance and drive performance.



## Clarify for SIP End Points

**Clarify for SIP End Points is a suite of recording and quality management tools, designed to evolve with your business and support the way you work.**

### **Search**

Clarify's database and browser optimization makes it quick and easy to find what you need. Add custom tags and notes to improve searchability.

### **Listen**

Clarify's intuitive interface allows users to control playback and establish who said what during a call with ease.

### **View**

Voice and screen recording provides a complete view of interaction by capturing what was said and what was done during a call.

### **Share**

Voice recordings can be shared with selected individuals on a time limited basis. Voice data remains securely hosted by Clarify throughout.

### **Comply**

Clarify has the necessary capabilities to support a range of compliance requirements including PCI DSS, GDPR, Dodd-Frank, MiFID II & HIPAA.

### **Store**

Clarify securely stores and archives recordings for as long as they're needed, on premise or in the cloud.

### **Perform**

Develop call tactics, define criteria and evaluate performance. Create playlists for routine and exceptional call scenarios to speed up training and learn from your best performers.

### **Respond**

Clarify's innovative comments feature allows colleagues to collaborate on screen to resolve problems and improve outcomes.

### **Monitor**

A recording failure may not be immediately apparent. Clarify proactive health and performance monitoring maximizes uptime.

### **Deploy**

Clarify supports on premise, hybrid and cloud deployment, redundant configurations, standard or advanced integration, to support and evolve with your business.

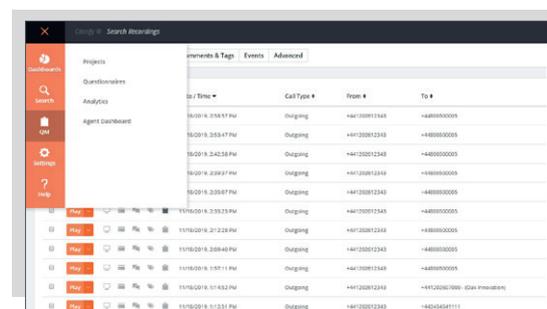
**clarify**<sup>®</sup>

ideas that change everything

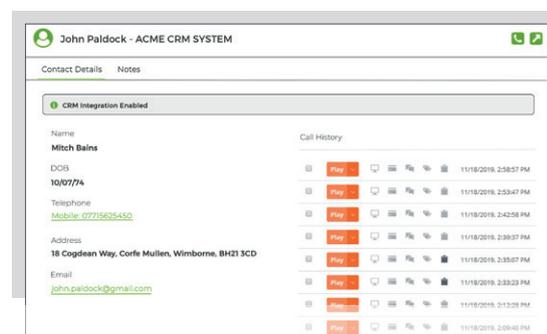
Clarify users can choose from cost-effective 'Clarify Standard' or 'Clarify Advanced'. Ideally suited to hosted telephony with SIP based soft phones or desk phones.

clarify®  
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	Clarify Standard	Clarify Advanced
<b>INTEGRATION</b>		
SIP (G711, G279)	✓	✓
Active Directory		✓
<b>CAPTURE AND PLAYBACK</b>		
Dual channel playback	✓	✓
Screen recording		✓*
Export recordings to email	✓	✓
Securely share recordings via a link	✓	✓
Retrospective recording rules	✓	
Flexible on demand recording		✓
Real time extension-based rules	✓	✓
Policy based playback	✓	✓
Live listening to active users		✓
<b>QUALITY MANAGEMENT*</b>		
Create playlists	✓	✓
Evaluation criteria	✓	✓
<b>STORAGE AND ACCESS</b>		
Resiliency	✓	✓
Multi-site	✓	✓
CRM integration	✓*	✓*
<b>SECURITY AND COMPLIANCE</b>		
Tamperproof AES 256-bit encryption	✓	✓
User defined access control and security policies	✓	✓
Pause and resume for PCI compliance	✓	✓
Automatic pause and resume for PCI compliance		✓
GDPR features and auditing	✓	✓
<b>SUPPORT</b>		
SupportX Silver – non-critical	✓	✓
SupportX Gold – Essential (inc health monitoring)	✓	✓
SupportX Platinum – Business critical (inc active health monitoring)	✓	✓



\*Quality Management



\*CRM integration



\*Cost option



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