

How Does it Work?

Wordwatch Deployment

Wordwatch can be deployed on-premises, private cloud, hosted in the BSL cloud or hybrid. It sits as an overlay between a client's recording/capture environment and the business, providing centralized access to recorded data across multiple platforms, devices and geographies



On-Premise Wordwatch Deployment



BSL Cloud Wordwatch Deployment

Definition
 Metadata: reference information e.g., usernames and times associated with each meta file



Wordwatch ingests and standardises interaction data (usernames, timestamps, device ID's etc), allowing authorised users to retrieve call data via an intuitive interface.

Wordwatch - 6 step Process

1 Ingests Metadata
 Wordwatch ingests metadata into the database, leaving the data in its original format and maintaining data integrity. This can be a single legacy ingest or an ongoing integration, where recorders are online

2 Media Location Options
 In original recording location
 Migrated into cloud storage (with the necessary audit and monitoring at clients discretion)

3 Single Point Retrieval
 Users can run simple and advanced searches on all the ingested metadata to search for recordings using a set of standard and custom fields, based on the fields present in the client's existing call recording platforms

4 Finds & Returns Interaction Files
 Wordwatch finds and returns audio files from whichever storage they're held in

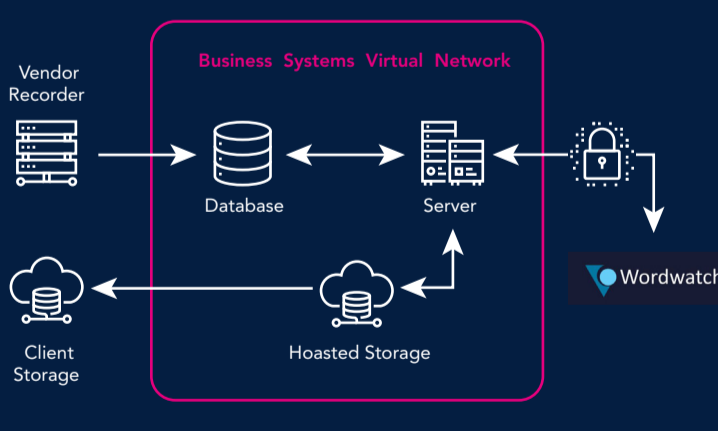
5 Listen, Export or Administer Records
 Wordwatch users can listen to, export or administer records from any vendor recorder through an intuitive browser interface, with zero requirement to install any other software

6 Legacy Recorders are Decommissioned
 Wordwatch users can listen to, export or administer records from any vendor recorder through an intuitive browser interface, with zero requirement to install any other software

Definition
 Live Recorders: Call recorders that are still in service, producing an input of new calls that need to be ingested by Wordwatch

Definition
 Legacy Recorders: Old call recorders or record stores containing historical call records

Wordwatch Visual Process



Wordwatch Recording Ecosystems Layers

The IT ecosystem that creates and manages records can be simplified into a set of layers. Wordwatch sits between the capture & storage layers and operations, connecting the two.

