

RAMP

Recordings Archive Management Platform

Securely store, manage and access all your Wildix call recordings in one platform

by COTU



RAMP offers a secure call recording archive, also allowing customers to migrate from one UC or Contact Centre platform to another without any concern for lost recordings.

RAMP can house recordings from multiple archives from different systems. It is designed to use the metadata provided for each call to allow RAMP users to search for recordings via an easy to use web interface.

The screenshot shows the RAMP Wildix interface. At the top, there are search filters: 'And' and 'Or' radio buttons, a 'Field *' dropdown set to 'Call Datetime', an 'Operator *' dropdown set to 'less', and a 'Choose datetime *' field set to '2023-02-28 16:01'. Below this is a 'Sort by' dropdown set to 'Desc'. A 'Download Selected' button is visible. The main part of the screenshot is a table with columns: Activity ID, Agent Interaction ID, Call Datetime, Source Number, Destination Number, Call Type, Campaign Name, and Agent Name. The table contains four rows of data.

Activity ID	Agent Interaction ID	Call Datetime	Source Number	Destination Number	Call Type	Campaign Name	Agent Name
2690	1596	2020-02-20 09:58:11	+443451934900	02000011035	Inbound	Inbound Test List	Jack B
2691	1597	2020-02-20 10:00:48	+443451934900	02000011035	Inbound	Inbound Test List	Jack B
2692	1598	2020-02-20 10:03:42	+443451934900	02000011035	Inbound	Inbound Test List	Jack B
2714	1606	2020-02-28 11:45:37	+44178977979	02000011035	Inbound	Inbound Test List	Jack B

Key Benefits

- ✓ **GDPR Compliance**
Delete records at your discretion with a specific GDPR delete options
- ✓ **Quality Assurance management tools**
Add Notes, including ratings and comments
- ✓ **End-to-end Encryption**
Full Encryption path if calls are accessed through RAMP
- ✓ **Security**
2-factor authentication, audit logs and customisable user permissions
- ✓ **Easy to use filters and search**
Filter by wrap codes, length of call, agent, or meta-data information
- ✓ **Wildix Integration**
Integrated with Wildix supporting real time transfer of calls to RAMP

Discover how RAMP and COTU's innovative solutions can transform your business—learn more or request a demo today!

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