

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 web interface. At the top, there's a header with 'RAMP' and 'Wildix'. Below it, there are search filters: 'And' or 'Or' radio buttons, a 'Field' dropdown set to 'Call Date/Time', an 'Operator' dropdown set to 'less', and a 'Choose date/time' dropdown set to '2023-02-28 16:01'. There's also a 'Sort by' dropdown set to 'Desc'. Below the filters is a 'Download Selected' button. The main part of the interface is a table with columns: 'Activity ID', 'Agent ID', 'Call Date/Time', 'Source Number', 'Destination Number', 'Call Type', 'Campaign Name', and 'Agent Name'. The table contains four rows of data, each with a checkbox in the first column.

	Activity ID	Agent ID	Call Date/Time	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	+441789777979	02000011035	Inbound	Inbound Test List	Jack B

Key Benefits

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