



TCT VOXCTRL

Advanced voice process

Smart Voice Recording

The JobCTRL add-on module, which converts sounds into interpretable data, ensures the safe storage of recorded conversations. VoxCTRL is definitely more than a customer service voice recorder.

Methodology

The JobCTRL methodology supports enterprise workforce management systems with credible, measured data. In addition to optimizing resource planning, it provides complex system workflow data, web, desktop, and mobile services, while significantly reduces the administrative burden

We have set an example among our clients by the quick and easy management of leave records, task and journey logs for off-site activities, and detailed task-based user activities at client and project level data in a single system.

It is a natural demand from many of our partners in various sectors that, in addition to managing text, image and location work data with the same standards in JobCTRL, the same application and reporting system should provide them with voice files and the related workflow data.



What is VoxCTRL

We have developed the VoxCTRL module to meet the voice recording demands of our JobCTRL partners in various businesses.

Its features effectively support the base module. VoxCTRL is fully integrated with JobCTRL's functions in task allocation, resource scheduling, work records, and reporting.

Its features to search and listen to recorded conversations provide a new quality assurance tool to support customer services beyond JobCTRL's authentication service.



Who should manage recorded voice file data by VoxCTRL?

Voice recording is a high priority task for private and public companies in many different sectors. There are many reasons to record and document conversations in decision-making or in communication with clients in different public administrations, public and privately owned public service companies.

1 Legal obligation.

2 To validate oral orders and contracts.

3 For easy and quick reconstruction at a later time.

4 To enforce and verify quality assurance principles.

5 Replace manual transcripts of meetings and telephone conferences.

6 Clear, effective and smooth handling of customer complaints.

7 In the course of legal proceedings, to validly substantiate positions.

VoxCTRL provides a tool that goes well beyond the use of traditional voice recording systems - typically dispatcher and customer service conversations, telephone or live voice orders, announcements, complaints - to improve corporate efficiency. As an add-on to the existing JobCTRL system, accurate measurement, recording, detection and storage of live speech-related workflows can now be provided on both desktop and mobile platforms.

The VoxCTRL module can meet all these needs all-in-one, and thanks to the JobCTRL integration it is much more efficient than traditional stand-alone voice recording systems. The high level of integration of the VoxCTRL module enable all the advanced file and data export capabilities that JobCTRL can provide. Thus, the further process the audio files or the extensive data associated with them can be easily done in your own system.



Easy to adapt

Flexible VoxCTRL IDs can also be used to automate the processing of the recorded conversations to any CRM, ERP or workflow system.

The ID field can be filled in by the users, or it can be created automatically by the automatic rule associated with the voice recording task. You can also include unique identifiers, the name of a related JobCTRL task, and the user IDs in the conversation, depending on what data you want to associate with the external database.



Multi-dimensional reports and analytics

With the VoxCTRL module, you can create more accurate and detailed client profiles, even without additional development. The unlimited number of tags that can be captured in multi-dimensional statements can significantly increase the efficiency of corporate and customer relationship communications. By tagging recorded conversations and creating unbound hierarchies, VoxCTRL can be easily implemented in existing workflows and customer service processes.



High level controlling

JobCTRL's in-depth reporting feature allows executives to get a more accurate view of corporate communication resources, including off-site customer meetings and internal meetings.

What are the benefits of using VoxCTRL?

Thanks to integration with JobCTRL, VoxCTRL module services go beyond traditional voice recording services. Beyond delivering a high level quality service of the core function, the module has a number of features that can further enhance the advantages of an innovative company over its competitors.

Flexible and easy integration

VoxCTRL is capable of performing voice recording tasks without user intervention, simply by the automated rules defined in JobCTRL.

Without a separate interface, you can easily export audio files to external data warehouses and to your own CRM system, or they are ready to be deployed by voice analytic soft wares (monitoring for critical expressions, intonation analysis, converting audio files to text files).

Users do not need special training to get started, as the VoxCTRL's tools are fully integrated with the familiar JobCTRL functionality, so they can start using it in no time.



Preparing detailed analytics

From the JobCTRL reporting page, you can also generate HTML reports about the recorded conversations in the usual way and you can access the recorded user conversation directly from the VoxCTRL reports.

Recorded audio files can be tagged, which can be assigned to a sound file with a single click from a predefined structure. With the freely-definable tags, you can easily generate customized analytics according to your business needs with JobCTRL's web-based reporting. In addition, JobCTRL supports creating tag structures that can be linked to audio files by a separate graphical editing interface.

✓ CREDIBILITY

✓ SECURITY

✓ TRANSPARENCY

Recorded conversations can help to avoid disputes over disputes. JobCTRL's reporting system provides instant access to recorded conversations, either by time, by user or by associated tags. Recorded audio files are stored on the server time stamped, as authenticated data.

You cannot fail to record an important conversation because of forgetting to start recording, since central rules ensure that the recording of every important conversation / meeting is done automatically.

Audio files are handled in the same secure way as any other data generated in the JobCTRL system. By managing JobCTRL privileges, we ensure that recorded conversations are securely stored in the central database and that only authorized personnel have access to recorded conversations.

The VoxCTRL module can be successfully used in many corporate and public administration services, where long-term and systematic retention of conversations is of utmost importance. This versatile and useful module is an integral complement to JobCTRL for measuring and verifying live speech tasks objectively.

With the innovative services of VoxCTRL you can further enhance the internally and externally transparent operation of the company, which is a vital element of the complex JobCTRL methodology.

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