Amethyst²™
Call Recording Solution

South Africa's leading Telephone Call Recording and Agent Quality Management software...

No matter what, you need call recording for your business. We understand that it is a critical part of your operational efficiency. Our focus is on making sure that the call recording system that you use, supports your business as demands and expectations evolve in the modern business world.

As the successor to Amethyst, the original version of this ground-breaking telephone recording system, Amethyst² helps you work even more efficiently in the modern, digital workplace by enabling the ultimate in security, mobility, and scalability.

Providing cutting-edge Call Recording Solutions since 2002!

📞 021 592 4033

✉ sales@datatex.co.za

https://www.datatex.co.za/products/amethyst-2/

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DATATEX
TRANSCENDING TELEPHONY SOLUTIONS

Amethyst² was re-engineered from the ground up with not only an impressive selection of new features but the capability to help you keep your competitive edge in the modern, changing market.

Think of our software as the ultimate in security mobility and scalability, it's the Amethyst you've come to know and love - only better!

Progressive Call Recording and Agent Quality Management

Take a look at how Amethyst² helps your business and your team work smarter.

Recording

Enable flexible, intuitive recording
- Calls captured from anywhere, with any PABX.
- Recording multiple remote branches with centralized access and storage of recordings.
- Flexibility in recording method topology (PRI, BRI, Analog, VoIP Trunks, plus Analog, Digital and VoIP Extensions).
- Channels multiple recording method combinations into one single system.

Team Management

Empower your people for better results
- Unlimited multi-level supervisor access at no additional cost.
- Individualized supervisor permissions for Agent Quality Management (AQM), audit trails, dashboards, diagrams, additional modules, recording search, recording playback and more.
- Infinite groups and supervisors structures with multi-way group access for easy team management.
- Automated group structure diagrams for accurate group supervisor and agent allocation.
- Custom AQM templates and questionnaire setup and easy questionnaire sharing.
- Advanced agent status review utilities.
- Full audit trails - access to recordings, administration tasks and AQM tasks can be traced.

Search and Playback

Find and hear your calls in seconds
- Quick and efficient retrieval of calls for immediate query resolution.
- Timescale display timeline with selective playback capabilities.
- No 3rd party plugins needed to search and listen to calls.
- Access via any device to call recording and reports.
- Individual agent access to calls for up to the last 20 calls.
- Enhanced search functions including Call Type, Number of Tags and Number of AQM Templates completed.
- Powerful, multi-level search tagging and inline note capabilities.

Storage

Protect your greatest data assets
- Optional cloud based backup and storage of data.
- Automatic purging and dual archiving.
- Efficient and safe recording, data conversions, storage and access.

Simple. Smart. Reliable

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Technical Management

Experienced technology that just works

- Hassle-free installation.
- Comprehensive Internet based supervisor training.
- Software can run on either a physical or virtual server.
- 64 bit application for greater efficiency.
- Secure, encrypted e-mail connectivity - SMTPS.
- Free, comprehensive software developer integration kit—SDK.
- Ongoing free, same-version software updates.
- Automated system health-checks.
- Automated software health-checks and error reporting for pro-active software management and resolution.

Compliance

Align to legal and customer expectations

- Full compliance with POPI, FICA, FAIS, SOX, PCI, NCA and CPA requirements.

Intelligence and Reporting

Work smarter with better insights

- Flexible, comprehensive reports and statistics on all call recordings.
- Reports and statistics available per user, extension or telephone number.
- Comprehensive, yet easy to use dashboards for fast, easy group access and Agent Quality Management.
- Advanced analysis and automated report generation.
- Quick automated report distribution via secure e-mail.
- Advanced supervisor auto-log out feature.

Additional Modules

Make the most of Amethyst²

Chat to us about our additional productivity modules:

- **JIBE**—Post-call Survey solution.
- **ARC**—Amethyst replication of data to the cloud.
- **AQM extra**—Mail Archive and Web-chat Archive.

What is Agent Quality Management (AQM)?

AQM provides functionality for creating templates which can be used to score individual agents' performance in their interactions with your clients.

It also allows for the random selection of recordings to be marked for scoring, ensuring compliancy with HR requirements. There are also many reports that can assist in the evaluation of agents compared to their co-workers.

Request your quote today

Speak to your business consultant who will outline just how Amethyst² will benefit your business. We can integrate into your new or existing infrastructure. Let us prepare a customized quote, with everything that you need from Amethyst².

Amethyst²™
Call Recording Solution

Why have we remained the call recording solution of choice for **over 20 years?**

Value
Amethyst clients enjoy lifetime rights to use our software and we charge zero annual fees.

Flexible
We provide non-compulsory SLA options.

Authentic
Amethyst is a 100% South African designed and developed solution.

Personalized
We are flexible and accessible with a uniquely individualized approach.

Reliable
We provide ongoing support and quick, efficient responses to queries.

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