



QUANTIFY SEARCH & REPLAY

Powerful search, smart replay, enhanced tools

- ✓ Built-in search & replay tools help you get the most out of recorded data
- ✓ Support for compliance regulations including MiFID II and GDPR
- ✓ Piece together conversations and recreate events for investigations and disputes
- ✓ UK based Help & Support 24/7, plus Managed Service Compliance

Red Box Recorders is a leading global provider of voice and data recording solutions. We work closely with key technology partners to deliver fully integrated, feature rich and flexible software solutions which enable communications to be captured, stored and retrieved for compliance, fact verification, quality monitoring and more.

Powerful search

Quantify Search & Replay is at the heart of the Red Box software solution. With powerful metadata-based search (including customised metadata), combined with intuitive and customisable results visualisation (including Timeline view), you can easily find what you need.

And you're not restricted to pure metadata search. You can extend your search capabilities even further and search for spoken words and phrases with Audio Search.

Smart replay

Quantify Search & Replay provides a fully integrated Media Player allowing both quick replay and fine media control for dexterous playback. Its extensive feature set, including audio effects and replay speed, is designed to help you listen to even the most difficult conversations.

Of course, it's not just voice calls. Additional players provide full playback capabilities for video calls, screen recorded calls, instant messages and text messages.



Find, retrieve, listen

Solutions to help you to get the most out of your conversations



Access control

Security and data protection are paramount. Quantify provides layered access control to ensure security, but also provide flexibility across an organisation. Features include account security, application & feature control, and tiered replay permissions. Quantify Replay Authorisation also provides additional replay security, giving user access to call previews only, requiring authorisation before full replay.

Helping compliance teams

Our product suite enables you to meet the challenges of the evolving compliance and regulatory landscape, from PCI Suppression through to the complexity of GDPR and MiFID II. Quantify Search & Replay also provides:

CallSafe: Lock down important calls that need to be kept beyond the period of a standard retention policy.

Call Export: Audio and metadata export for compliance team investigation.

Call Annotation: customised, searchable metadata to easily identify recorded communications.



Listening live

Quantify Live Acquire enables multiple individuals to listen to live voice communications in progress for monitoring and employee training purposes. With this easy to use application, managers and supervisors can select any user or extension and listen to conversations in real time for fact verification, best action guidance, employee protection, and more. Team grouping and search features provide further capabilities for live call monitoring and management.

Mitigating risk

We can help you with all forms of fact verification, liability protection or dispute resolution. Trades, complaints, legal challenges and other incidents can be reconstructed and investigated for fast dispute resolution.

Quantify Event Reconstruct makes it quick and easy to piece together recordings captured across multiple devices and channels to create a timeline of events as they took place. Used alongside Quantify Search and Replay, it enables investigation and compliance teams to place important recordings into a custom, shareable workspace.

Discover more.

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