

## **PMRExpo 2019: ASC is Presenting Solutions to Record and Analyze Mission-Critical Communication**

### **Guaranteeing safety, improving processes, reducing employees' workload**

**Hösbach, November 21, 2019** – At this year's PMRExpo in Cologne, ASC Technologies AG is presenting its solutions to record and analyze communication in control centers. From 26th to 28th November 2019, interested visitors can learn more about the diversified possibilities to reduce the workload of employees in control centers as well as to improve processes and response times in emergency situations. All ASC solutions can be installed on-premise as well as purchased as a service from the public or private cloud.

#### **Recording and analysis technologies for control centers**

The solutions facilitate documenting emergencies and minimize processing times by automatically recording calls, transcribing audio, creating protocols, and completing forms. The entire communication is captured across all channels, saved and archived. As a result, the recorded data can be used as the basis for the automated analysis of workflows in control centers.

Recorded conversations can be categorized according to defined keywords and phrases or prioritized according to their relevance. Calls containing critical keywords and catchphrases trigger an alarm in real time and are eventually documented reliably. That way, incidents can be reconstructed and evaluated. Transcribed call protocols can serve as evidence in case of police investigations if required. Furthermore, contact centers profit from these evaluations and assessments as a basis for coaching and trainings. Contact centers thus decisively increase the response times of their employees and improve conversation skills in challenging situation.

#### **Reliable short-term documentation**

In control centers, every second counts when taking decisions. Simple functionality and intuitive handling are two essential components in guaranteeing exactly this. Therefore, ASC has developed *POWERplay* Go. The web application neatly displays all data relevant in emergency situations. A touchscreen guarantees intuitive handling. The size and position of the application can be configured depending on individual requirements.

PMRExpo in Cologne is one of the most important tradeshows in Europe for secure communication solutions and attracts visitors from around the globe every year. For three days, more than 200 national and international exhibitors showcase their products and services on 4,800 square meters. ASC invites interested visitors to drop in at booth E27 in hall 10.2 and get a first-hand impression of the state-of-the-art technologies.

For more information about ASC's portfolio, please visit [www.asctechnologies.com](http://www.asctechnologies.com)

# PRESS INFORMATION

## About ASC

ASC is a worldwide leading software provider in the field of omni-channel recording, quality management, and analytics. Among our target groups are all companies that record their communication, especially contact centers, financial institutions, and public-safety organizations. ASC offers solutions to record, analyze, and evaluate multimedia interactions – as a service from the cloud as well as on-premise. With its headquarters in Germany and subsidiaries in Great Britain, France, Switzerland, Rumania, Dubai, the USA, Brazil, Mexico, Hong Kong, Japan, and Singapore as well as a global service network, ASC is one of the global players of the industry.

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We record & analyze communications

