

clarify[®]

for Mitel MiVoice Business



Clarify for MiVoice Business is a suite of recording and quality management tools, designed to evolve with your business and support the way you work.

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innovation



Clarify uses clever features to improve workflow, simplify compliance and drive performance.

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Search

Clarify's database and browser optimization makes it quick and easy to find what you need. Add custom tags and notes to improve searchability.

Listen

Clarify's intuitive interface allows users to control playback and establish who said what during a call with ease.

View

Voice and screen recording provides a complete view of interaction by capturing what was said and what was done during a call.

Share

Voice recordings can be shared with selected individuals on a time limited basis. Voice data remains securely hosted by Clarify throughout.

Comply

Clarify has the necessary capabilities to support a range of compliance requirements including PCI DSS, GDPR, Dodd-Frank, MiFID II & HIPAA.

Store

Clarify securely stores and archives recordings for as long as they're needed, on premise or in the cloud.

Perform

Develop call tactics, define criteria and evaluate performance. Create playlists for routine and exceptional call scenarios to speed up training and learn from your best performers.

Respond

Clarify's innovative comments feature allows colleagues to collaborate on screen to resolve problems and improve outcomes.

Monitor

A recording failure may not be immediately apparent. Clarify proactive health and performance monitoring maximizes uptime.

Deploy

Clarify supports on premise, hybrid and cloud deployment, multi-site and redundant configurations, standard or advanced integration, to support and evolve with your business.

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ideas that change everything

Mitel MiVoice Business users can choose from cost-effective 'Clarify Standard' or 'Clarify Advanced', a real time integration using Mitel's Secure Recording Connector and Open Integration Gateway.

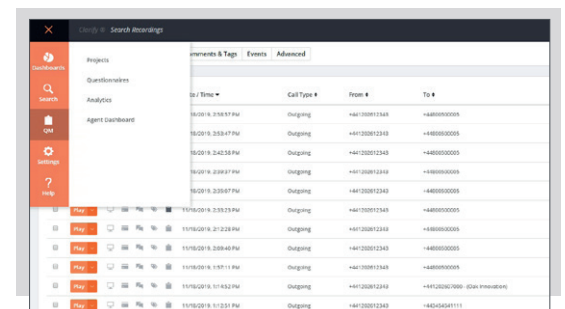
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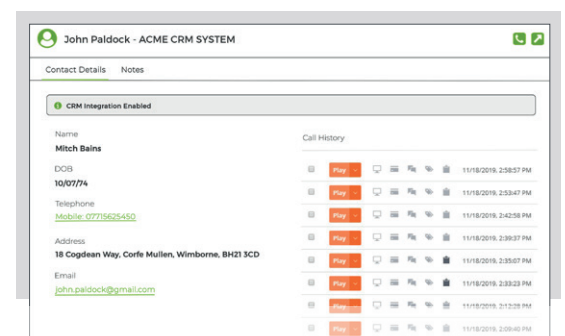
INTEGRATION

	Clarify Standard	Clarify Advanced
ISDN2 / ISDN 30 / QSIG / DASS / DPNSS + SMDR integration	✓	✓
Secure Recording Connector + Open Integration Gateway		✓
SIP integration	✓	✓
Active Directory		✓
CAPTURE AND PLAYBACK		
Screen recording		✓*
Export recordings to email	✓	✓
Securely share recordings via a link	✓	✓
Retrospective recording rules	✓	
Flexible on demand recording		✓
Real time extension-based rules		✓
Policy based playback		✓
Live listening to active users		✓
QUALITY MANAGEMENT*		
Create playlists	✓	✓
Evaluation criteria	✓	✓
STORAGE AND ACCESS		
Resiliency	✓	✓
Multi-site	✓	✓
CRM integration	✓*	✓*
SECURITY AND COMPLIANCE		
Tamperproof AES 256-bit encryption	✓	✓
User defined access control and security policies	✓	✓
Pause and resume for PCI compliance	✓	✓
Automatic pause and resume for PCI compliance		✓
GDPR features and auditing	✓	✓
SUPPORT		
SupportX Silver – non-critical	✓	✓
SupportX Gold – Essential (inc health monitoring)	✓	✓
SupportX Platinum – Business critical (inc active health monitoring)	✓	✓

*Cost option



*Quality Management



*CRM integration





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