



Aegis  
CX

## Modern Call Recording and Keyword Monitoring with Aegis CX

### Overview

Organizations running on-premise voice solutions through Cisco Call Manager often face challenges with call recording and keyword monitoring. Traditional solutions impose restrictions on access, require expensive proprietary tools, and offer limited scalability. The Aegis CX Call Recording and Sentiment Analysis Solution provides a modern, cost-effective alternative, leveraging cloud-native capabilities for recording, keyword monitoring, and sentiment analysis. With granular control, unrestricted access, and powerful APIs, Aegis CX empowers organizations to enhance call oversight and compliance without being locked into proprietary ecosystems.

### Challenges Addressed

#### Limited Control Over Call Recording

**Problem:** Legacy systems offer limited options for selecting which calls or extensions to record, leading to unnecessary costs or compliance risks.

**Solution:** Aegis CX allows granular control, enabling recording at the level of dialed numbers, specific extensions, or groups, ensuring only necessary calls are captured.

#### Vendor Lock-In / Limited API

**Problem:** Many recording solutions lock clients into restrictive ecosystems, requiring paid tools or upgrades to access recordings or analytics.

**Solution:** Aegis CX provides unrestricted access to all call recordings, comprehensive APIs, and client-controlled tools to avoid vendor lock-in.

#### Cost Inefficiencies

**Problem:** Legacy solutions often involve high costs for licensing, proprietary tools, and storage and limited flexibility in licensing structure.

**Solution:** Aegis CX offers a cost-effective, scalable alternative with transparent pricing and no hidden fees.

#### Inadequate Monitoring and Insights

**Problem:** Traditional call recording systems lack advanced analytics, leaving businesses unable to identify threats, monitor sentiment, or assess service quality effectively.

**Solution:** Aegis CX incorporates real-time sentiment analysis and keyword monitoring to flag issues and uncover actionable insights.

## Solution Overview

The Aegis CX Call Recording and Keyword Monitoring Solution is specifically designed to enhance the capabilities of organizations using Cisco Call Manager. By utilizing a cloud-native architecture, this solution delivers seamless call recording, robust control over policies, and advanced real-time analytics. Its integration-friendly design ensures organizations can leverage their existing infrastructure while unlocking new efficiencies and insights.

### **Granular Call Recording for Compliance and Efficiency**

Aegis CX offers precise control over call recording, allowing organizations to define policies based on dialed numbers, extensions, or user groups. This ensures that businesses can meet compliance and operational requirements without over-capturing data, which reduces storage costs and maintains privacy. The flexibility to tailor recording rules makes this solution an ideal fit for enterprises with complex telephony environments.

### **Real-Time Analytics and Keyword Monitoring**

The solution's analytics capabilities provide deep insights during live calls. With sentiment analysis powered by machine learning, organizations can monitor customer interactions for quality assurance or detect potential threats based on tone or mood. Additionally, keyword monitoring allows businesses to track specific phrases, such as compliance concerns, customer complaints, or escalation indicators. These features empower organizations to respond proactively to issues and improve customer service outcomes.

### **Unrestricted Access and Data Control**

Aegis CX eliminates common limitations by providing full access to call recordings without restrictions on downloads or retention periods. This ensures businesses have complete control over their data. Comprehensive APIs allow seamless integration with other systems, such as CRMs, compliance tools, or custom dashboards, ensuring the solution fits smoothly into existing workflows.

### **Seamless Integration with Existing Infrastructure**

Designed for compatibility, the Aegis CX solution integrates natively with Cisco Call Manager and other on-premise voice systems. This eliminates the need for costly forklift upgrades. The solution also supports integrations with external systems, enabling workflows that connect with CRMs, compliance platforms, or custom analytics dashboards.

### **Technical Architecture for Scalability and Security**

The Aegis CX solution leverages a cloud-native infrastructure to deliver scalability, flexibility, and security while seamlessly integrating with existing systems. Its modular design ensures that businesses can implement features incrementally or adopt the full suite as their needs evolve.

## Core Components of an Advanced Call Management System



## Use Cases

### Threat Detection and Escalation

**Scenario:** A customer makes threatening statement during a call.

**Workflow:**

1. Real-time keyword monitoring flags threatening language.
2. The call is automatically tagged and escalated to a supervisor for review.
3. Sentiment analysis confirms heightened emotions, triggering additional alerts.

**Outcome:** Enhanced workplace safety and proactive issue resolution.

### Customer Service Quality

**Scenario:** A business wants to monitor customer sentiment during support calls.

**Workflow:**

1. Sentiment analysis runs in real time to track mood and tone.
2. Supervisors receive alerts for calls with negative sentiment.
3. Analytics reports identify patterns, enabling targeted agent training.

**Outcome:** Improved service quality and customer satisfaction.

### Compliance Monitoring

**Scenario:** A company needs to ensure calls adhere to regulatory standards.

**Workflow:**

1. Keyword monitoring identifies potential compliance violations.
2. Supervisors review flagged calls via unrestricted access to recordings
3. Detailed reports support regulatory audits.

**Outcome:** Reduced compliance risks and audit preparation costs.

## Overlay to Existing Recording System(s)

Aegis CX Call Recording can operate alongside legacy recording solutions, enabling organizations to enhance their existing capabilities with sentiment and keyword analysis without requiring an immediate system replacement. This parallel approach allows businesses to unlock more powerful reporting and analytics, offering actionable insights into customer interactions while maintaining continuity with familiar tools.

By integrating seamlessly with legacy systems, Aegis CX simplifies the migration process, ensuring a smooth transition to modern solutions at the organization's pace. This flexibility minimizes disruption and allows IT teams to focus on optimizing call recording and analytics capabilities incrementally.

## Benefits

### Granular Recording Control

Enables targeted recording to meet specific compliance and business needs.

### Enhanced Analytics:

Provides actionable insights through real-time sentiment analysis and keyword monitoring.

### Unrestricted Data Access:

Avoids vendor lock-in with full access to recordings and APIs.

### Cost-Effective Modernization:

Enhances capabilities without replacing existing systems.

### Compliance Assurance:

Supports regulatory requirements with detailed monitoring and audit-ready reporting.

## Conclusion

The Aegis CX Call Recording and Keyword Monitoring Solution offers a modern, flexible approach for organizations using Cisco Call Manager. By providing granular control, real-time analytics, and unrestricted data access, this solution empowers businesses to improve call oversight, ensure compliance, and enhance customer service - all without the limitations of legacy recording systems. With seamless integration and scalability, Aegis CX is the ideal choice for cost-effective modernization.

### Legacy System

Limited access and analytics, less integration capability

### Aegis CX

Unrestricted access, real-time analytics, superior integration

