LiquidVoice

FUTURE-READY VOICE RECORDING STARTS HERE

For organisations currently using
Red Box, now is the time to plan ahead.

Why change now?

Recent industry developments have created uncertainty for organisations relying on Red Box for voice recording and compliance. Following Uniphore's acquisition of Red Box, announcements confirm that Red Box is now end-of-life and not on Uniphore's development roadmap at all.

For businesses in compliance-critical sectors, this raises important questions:

- **What will happen when support is discontinued?**

- **What risks come with staying on a legacy platform?**

- **How do you migrate without disruption to your business-critical service?**

- **What are the alternatives?**

The simple answer is that the Liquid Voice platform is a perfect alternative.

We offer a future-ready platform that ensures continuity, compliance, and innovation - without the headaches of vendor dependency, a complex lengthy migration or costly re-engineering.

This short eBook aims to educate you on a future-ready alternative platform, that is hassle-free to switch to.

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Your switch, made simple

Unlike native analytics add-ons from other CCaaS vendors, the Liquid Voice platform delivers flexibility and depth without platform lock-in.

Import Legacy Data without the need for vendor tools:

Move all historical recordings into Liquid Voice without paying for Red Box export tools or engaging their support.

CTI Emulator for integration continuity:

Keep your existing integrations running during the system swap - no workflow disruption, no costly re-engineering.

One Consolidated Platform for efficiency & searchability:

Store Red Box data alongside other system data for unified analytics and insights.

Proven Success:

Store Trusted by leading organisations in several industries, including Financial Services and Public Safety.

Modern Browser Support:

Access securely via Chrome, Edge, or Firefox - no reliance on outdated compatibility modes contravening your security policies.

Omnichannel Data Capture:

Capture UCaaS/CCaaS platform data, integrated radio communications, MS Teams Compliance Recordings, Cisco Webex and other systems all in one platform.

CRM & Dashboard Integration:

Output your data and use BI tools of your choice – from dashboards like Power BI and Tableau to direct CRM integration including Microsoft Dynamics and Salesforce - to avoid double keying for significant time savings and efficiencies.

Reconstruct Event Timelines:

Visualise communications on a timeline alongside a map feature showing the geographical location of different communication endpoints, to truly understand the context of an event.

Secure Payments:

Take secure PCI DSS compliant payments through communications channels without disrupting the payee experience.

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From legacy to future-ready in four steps

4. Optimisation

Unlock advanced analytics, unlimited retention policies, automated quality management and all the proven capabilities and features of the Liquid Voice platform.

3. Execution

Import recordings as per your retention and disposal schedules, and maintain integrations with zero disruption.

1. Assessment

Understand your current environment, workflows and goals.

2. Planning

Define your switch scope, timelines, and compliance needs, to ensure there is no operational interference.

But why **Liquid Voice**?

With a switch to Liquid Voice, you're moving to a recording and archiving platform for past, present and future call recordings – with enterprise-grade transcription and analytics built-in.

Automation capabilities make it possible to automate quality management and compliance checks

AI-powered analytics uncover trends, sentiment and performance levers

One single consolidated archive means all your data is in one secure place, in a searchable format

We can support strong return on investment quickly, as an organisation the platform capabilities will allow for improved performance, safe in the knowledge that your recording and analytics platform is first-grade.

Compliance
without compromise

Liquid Voice ensures your voice data remains secure, accessible, and compliant:

- **Reliable recording assurance**

- **Automated, customisable quality management**

- **Unlimited retention with intuitive search & analysis**

Automate compliance checks with no limits.

The Liquid Voice platform has no caps on call length, form size, or question complexity and logic for your quality management and compliance checks.

While other systems cap analysis at 45 minutes or restrict criteria, the Liquid Voice platform delivers complete flexibility – allowing you to analyse multi-hour conversations, input extensive QM forms, and automate interaction assessments that draw directly from your unique policies and processes, all in one place.

LiquidVoice

Start your journey today

If you're interested in switching to Liquid Voice - don't hesitate to get in touch and our experts will be happy to help.

Are you locked into an existing contract? Don't worry! We will work with you to ensure that you're not double-paying or unnecessarily doubling up on systems.

Don't let uncertainty impact your voice and compliance strategy. Plan your switch today with Liquid Voice - the vendor who can deliver a seamless end-to-end replacement for your Red Box system.

Book a quick chat with our experts

Book now