

ASC Announces Recording Integration for Webex Meetings by Cisco

Fast and legally compliant processing of recorded conversations

Hösbach, November 23, 2021 – Collaboration tools are becoming more important than ever - today, companies use them to manage most of their communications, and the compliant handling of recorded data is a key requirement. Companies that are obliged to record and archive their communications in a compliant manner can now use ASC to process audio and video conferences as well as chats via Webex Meetings in accordance with legal recording regulations such as MiFID II, Dodd-Frank or FinVermV. The integration of ASC also enables Webex users to deploy quality management and analytics services to gain valuable insights from communications data.

Webex is one of the market's most important collaboration tools. Cisco offers Webex within a suite that provides meetings, cloud calling, messaging, surveys and events in a unified, secure and easy-to-use offering and enables seamless collaboration with other services. With ASC's recently developed integration, recorded data can be stored and managed in a compliant manner in the ASC Cloud, or alternatively on-premise, to meet legal requirements.

ASC recording provides further functionality, with which recorded datasets can be used efficiently - for example by analyzing them. Existing on-premise systems can be flexibly expanded to include the support for Webex Meetings, locally and from the cloud. With this hybrid approach and the full flexibility it provides for the user, the ASC integration clearly stands out – especially, since ASC is the only one to provide such a solution from the background of strict German compliance and data protection regulations.

"With our solution, we are responding to the regulatory requirements of Webex Meetings users. They now have the possibility to record, analyze and archive their communication according to the compliance directives of their industry." Dr. Gerald Kromer, Chief Executive Officer of ASC Technologies AG.

Amongst others, ASC adds the following key functions on top of Webex Meetings:

- Search and playback of keywords and key groups
- Quality management
- Analytics and risk management
- Reporting

"Companies are increasingly noticing the pressure to organize all workforce communications via a unified platform such as Webex Meetings. This is the only way companies can continue to satisfy their customers in the future," says Rüdiger Wöfl, Managing Director, Channel & Partner Management, Cisco Germany.

PRESS INFORMATION

For more information about ASC's portfolio, please visit www.asctechnologies.com.

About Cisco

Cisco Systems, Inc. is the worldwide leader in networking for the Internet. Cisco's Internet Protocol-based (IP) networking solutions are the foundation of the Internet and most corporate, education, and government networks around the world. Cisco creates leading products and key technologies to make the Internet more useful and dynamic. These technologies include: advanced routing and switching, voice and video over IP, optical networking, wireless, storage networking, security, broadband, and content networking. Learn more about Cisco Systems, Inc. at cisco.com.

About ASC

ASC is a worldwide leading provider of software and cloud solutions 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 service providers, and public safety organizations. We record, analyze and evaluate interactions across all media – as a service from the cloud as well as on-premise. We believe in cloud, and thus offer a truly multi-tenant, highly scalable family of products and services – giving our customers full flexibility, allowing them to invest as they grow, always leveraging our latest technology. Headquartered in Germany, ASC is the #1 Europe-based player in its industry with subsidiaries in currently twelve countries.

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We record & analyze communications

