

Extend business insight, protect reputation
and drive better decision making

nLighten

Cloud call recording

powered by ProphecyIQ

ideas that change everything

oak 
innovation



Advanced cloud call recording and analytics service

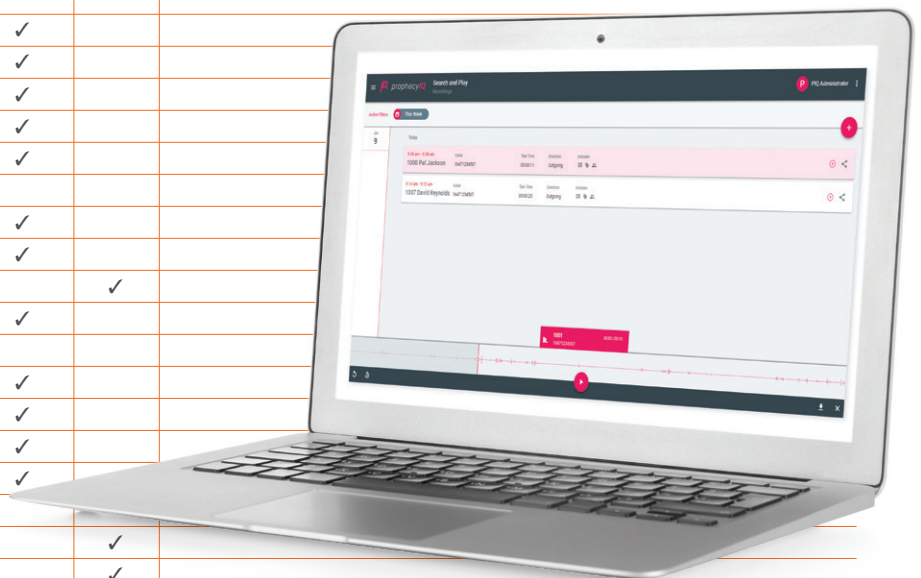
- ✔ **Simplified search and playback.** Designed with ease of use in mind
- ✔ **Quick and easy to set up.** nLighten is a cloud-based service that eliminates the need for complex on premises hardware and software
- ✔ **Access recordings from anywhere.** Share call extracts with selected individuals to speed up dispute resolution
- ✔ **Includes features to support compliance** from PCI DSS and FCA to HIPAA
- ✔ **Speech analytics enhances understanding of the customer experience**
- ✔ **Never worry about retention.** Multiple options available for long term storage

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	Standard	Optional
SEARCH AND PLAY		
Intuitive search filters	✔	
Extract all or parts of recordings to WAV file	✔	
Share recordings via secure weblinks	✔	
Place markers and add labels	✔	
Tag and categorize recordings	✔	
STORAGE & ACCESS		
Resiliency	✔	
Multi-site	✔	
CRM Integration		✔
Retrieval of recordings from anywhere	✔	
SECURITY & COMPLIANCE		
Recordings are encrypted & tamperproof	✔	
User defined access control and security policies	✔	
Supports FSA, HIPAA and PCI DSS compliance	✔	
Long term archiving	✔	
SPEECH ANALYTICS		
Search by keyword or phrase		✔
Sentiment analysis		✔
Automated transcription		✔



Oak Innovation Limited | oakinnovate.com | sales@oakinnovate.com

7 Albany Park, Cabot Lane,
Poole, Dorset BH17 7BX

tel: 0800 9889 625

Eaton Center, 1 Dundas Street West, Suite 2500,
Toronto, ON M5G 1Z3 Canada

toll free: +1 888 720 6968 local: (+1)647 723 7049

