Virtual Observer
Call Recording and Workforce Optimization Solutions for Contact Centers

Automatically remove sensitive data from your recorded interactions

Virtual Observer can automatically remove the spoken credit card number and/or printed credit card number from audio recordings and screen recordings. This feature is not required for PCI DSS but is an added layer of protection should the need arise.

LIGHTS OUT METHOD #1:
USING API TRIGGERS
Automatically captures multi-channel interactions, including calls, emails and web chats via user-defined, screen-based triggers. The process of programming your internal workflow to integrate with our APIs can be automated now, reducing your IT footprint and giving you a completely hands-free PCI Compliance option.

HOW API TRIGGERING WORKS
The Virtual Observer Call Tagging Web Service API is used by client applications to send data to the Virtual Observer server via a web method post. This Call Tagging Service is a Microsoft .net Web Service running on the Virtual Observer Server and will receive XML posts via a web method from any client capable of sending such a request.

REMOVAL OF SENSITIVE DATA
Lights Out events are used for processing the removal of sensitive data. This is commonly used to remove credit card information, social security numbers and other private data for PCI or HIPAA standards.

LIGHTS OUT METHOD #2:
USING DESKTOP ANALYTICS
Automatically detect when employees access secure software on their desktop and trigger the removal of sensitive data. Please see our Desktop Analytics brochure for further detail.

VALUABLE BENEFITS
- Provides an extra layer of protection for customers
- Presents a favorable strategy to PCI assessors
- Makes the need for PCI Compliance a moot point

INSTALLATION
The installation process is completely dependent on whether you select the API trigger method, which utilizes your IT staff resources, or the Desktop Analytics method, where there is an initial professional services requirement with the remainder of the work being automated.

DATA DEFENDER SUITE
Lights Out is also available as a component within our Data Defender suite, which provides a comprehensive bundle of security features, including 256-bit Media Encryption and Agent Auditing.

VIRTUAL OBSERVER 4.0
Virtual Observer (VO) 4 offers a rich web experience and delivers familiar Virtual Observer functionality for incredible ease of use.