

FOR IMMEDIATE RELEASE: 08/05/18

ProcessFlows Launches Client Side Recorder RECITE, an Industry Unique Application Compatible with Skype for Business in Office 365

SOUTHAMPTON, HAMPSHIRE, UK – 8th May 2018 – ProcessFlows, a Software, Solutions and Outsourced Services company, is pleased to announce the launch of RECITE's client side recorder, fully compatible with Skype For Business in Office365. In addition to its multiple Skype for Business certifications, server recording integrations of client side calls are enabling businesses to securely store and control access to their Office365 recorded interactions.

By adding the RECITE Client Side Recorder for Office 365 to its portfolio, ProcessFlows provides its partners and clients with an all-in-one Skype for Business interaction recording and quality management application, ultimately helping to improve resource performance and customer experience.

RECITE requires a quick install on each computer the company wants to record and minimal training, thanks to its user-friendly interface. All computers are synchronized to the main server on a real-time or scheduled basis with full control of user permissions.

This business solution offers a number of benefits, including unique insights into employee-customer communications with complete tracking of interactions: voice, video, screen and IM/chat for better productivity at lesser costs. It has highly secure 256-bit built-in encryption and recording storage on the company server or on a virtual device, which protects all sensitive information inside the business and ensures regulatory compliance with PCI-DSS, HIPAA, BASLII and GDPR.

Andy Whiteside, Unified Communications Sales Director at ProcessFlows says of the launch: *"Whilst we anticipate the 'eagerly-awaited' API's to become available for 3rd party applications to connect to the Microsoft environment, Numonix has proved their understanding and commitment to helping the O365 community by providing enterprise recording functionality for customers who need it for either regulation or quality purposes."*

For over 30 years, ProcessFlows has delivered innovative and business enhancing software solutions, creating not just a wealth of experience, but also a highly-skilled team of business consultants and analysts.

For more information about RECITE, please [email us](#).

ProcessFlows[®]

Improving Business by Transforming Process

Notes for Editors

About ProcessFlows www.ProcessFlows.co.uk

ProcessFlows, based in Hampshire, is a leading provider of solutions and services designed to improve business processes and communications. Since 1987, ProcessFlows has helped thousands of businesses, local councils and government departments to increase efficiency, improve customer service and implement controls for regulatory compliance. ProcessFlows combines business process expertise with market leading technology to provide flexible applications and workflows that augment existing systems and can be deployed quickly to provide a fast return on investment.

Our nearshore outsource centre in Sofia provides expert support and managed services 24x7. ProcessFlows offers expert advice at every stage – understanding requirements and providing implementation, training, support and on-going customer care.

Follow us: @ProcessFlows on Twitter | ProcessFlows on Facebook.

For further information, please contact:

Loira Browning, ProcessFlows - e: press@processflows.co.uk t: 01962 835000