ImpactCX
Powered by Eventide Communications

Buyers' Guide

Evaluating Compliance Recording, Quality Management and Analytics Solutions

How to tell if your current platform still does the job, and how to compare the alternatives fairly.

ImpactCX

About this guide

This guide helps contact center, compliance, IT and operations leaders decide whether their recording, quality management (QM), training and analytics platform still does the job, and how to compare the alternatives if it doesn't.

WHO IT'S FOR

Contact centers | Compliance | IT | Operations | CCaaS | UCaaS

Written for teams that record voice, digital, screen and radio communications for compliance, legal or customer experience reasons.

HOW TO USE IT

1

Diagnose

Answer the six questions to see if a replacement is worth a look.

2

Prioritize

Score the twelve drivers by how much each one costs you.

3

Compare

Use the checklist and scorecard to line up vendors side by side.

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What Your Current Platform May Be Costing You

$600M+

Recordkeeping failures

In fiscal year 2024, the SEC fined 70+ firms over $600 million for recordkeeping failures.
Source: SEC, 2024

3–6 Months

Agent proficiency

New agents take 3 to 6 months to reach full proficiency. Simulation-led onboarding can cut this by 20–30%.
Source: McKinsey, 2025

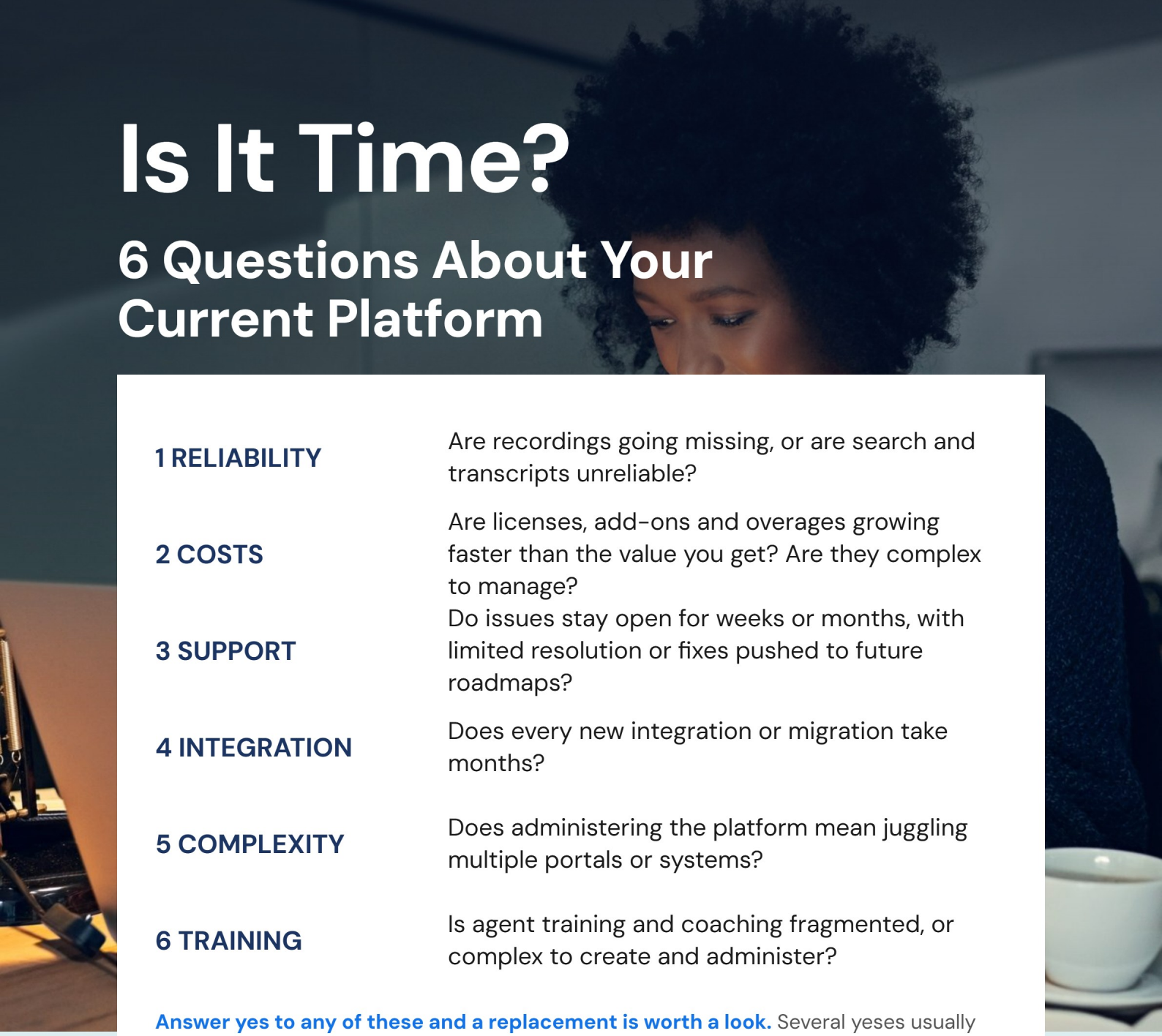
72%

Integration and legacy systems

72% of contact center leaders named integrating technology, systems and tools as their top challenge, followed by legacy systems (53%).
Source: Deloitte, 2026

What This Means for You

A platform that provides you with incomplete or hard-to-find recordings is a compliance problem. A platform that can't easily connect to all your telephony applications and CRM limits your overall solution. And without simulation-based training, new agents take longer to build confidence, increasing ramp-up time.



Is It Time?

6 Questions About Your Current Platform

1 RELIABILITY	Are recordings going missing, or are search and transcripts unreliable?
2 COSTS	Are licenses, add-ons and overages growing faster than the value you get? Are they complex to manage?
3 SUPPORT	Do issues stay open for weeks or months, with limited resolution or fixes pushed to future roadmaps?
4 INTEGRATION	Does every new integration or migration take months?
5 COMPLEXITY	Does administering the platform mean juggling multiple portals or systems?
6 TRAINING	Is agent training and coaching fragmented, or complex to create and administer?

Answer yes to any of these and a replacement is worth a look. Several yeses usually mean the platform itself is the problem.

ON-DEMAND WEBINAR

Want to see the warning signs in practice? Watch the on-demand webinar, **When Is It Time to Replace Your Compliance Recording, Quality Management, Training and Analytics Platform?**

WATCH NOW

12 Reasons Teams Replace Their Platform

01 Reliability, uptime and performance
Outages, dropped calls, missing recordings, weak search

02 Overall value and cost
Rising licenses, expensive add-ons, hidden usage charges

03 Poor support and unresolved issues
Slow response, recurring bugs, finger-pointing

04 Integration and interoperability gaps
Long implementations, limited CRM, UCaaS and CCaaS integrations

05 Missing capabilities or incomplete roadmap
Inadequate AI, omnichannel, automation, QM or analytics

06 Operational and permission administration complexity
Multiple portals, difficult provisioning and permissions

07 Poor agent and employee experience
Too many screens, low adoption, longer handling times

08 Security and compliance risks
Missing calls, difficult audits, retention gaps

09 Reporting and analytics limitations
Incomplete data, delayed reports, few actionable insights

10 Scalability and global coverage
Trouble with peaks, new sites, remote workers, countries

11 Platform consolidation
Separate tools, data sets, support teams and invoices to manage

12 Vendor or strategic risks
End-of-life products, acquisitions, declining service

Score each from 1 (not a problem) to 5 (costing us today). The 4s and 5s become your weighted criteria in the scorecard.

Five Things to Check Before You Buy

1 Reliability, uptime and performance

Warning signs: Outages, missing recordings, dropped calls, weak transcripts and search.

What to ask for

- 100% capture, proven on your own call flows.
- A straight answer on what gets recorded when a component or your phone platform fails.
- 24x7 monitoring and alerts, so you find failures before an auditor does.
- Search and transcripts tested on your own recordings.

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2 Overall value and cost

Warning signs: Rising licenses, high minimums, usage charges you can't forecast, overages, expensive add-ons, features licensed but never used.

What to ask for

- Licensing that starts small and grows with your team.
- Every add-on, usage charge and storage overage in writing.
- A multi-year cost estimate at your expected volumes.

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3 Support and issue resolution

Warning signs: Slow response, recurring bugs, issues open for weeks, inconsistent resolution messaging between customer and partner.

What to ask for

- Response and resolution commitments in writing, and where support and R&D sit.
- Local Tier 1 support and one named owner for each issue.
- Release notes that say what changed, including security updates.

Integration, Complexity and Deployment

4 Integration and interoperability

Warning signs: Complex migrations, implementations that take months, limited CRM, UCaaS, CCaaS or legacy telephony integrations, limited channel recordings (e.g., radio).

What to ask for

- Integrations for every platform you run today or plan to adopt.
- A written commitment on activation and configuration time.
- One solution for voice, digital, screen and radio.

5 Operational and permission administration complexity

Warning signs: Multiple portals, difficult provisioning, complex permissions, retention and storage setup, a non-intuitive interface.

What to ask for

- One application and intuitive interface for recording, QM, training and analytics.
- Setup your own business users can handle without vendor services.

Choose a deployment model

SaaS (incl. government clouds)

Pick this if you want the vendor to run the infrastructure.

Virtual appliance

Pick this if you want to run the software in your own virtualized environment.

On-premises

Pick this if policy or regulation keeps recordings in your facilities.

Hybrid

Pick this if some sites or channels stay on premises while others move to the cloud.

Capability Checklist

A replacement should cover six areas in one platform, so you can start with compliance recording and add the rest later.

→ Compliance recording

Voice, digital and screen capture, audit trails, auto-redaction, secure audited export, instant search and playback.

→ Security and storage

Encryption at rest and TLS, FIPS 140-2/3 versions, single sign-on, permission-based storage and retention.

→ Quality management

Manual QA with screen capture, plus automated QA that scores 100% of interactions instead of samples.

→ Training and coaching

An AI training simulator that scores new agents without role-play, plus targeted feedback and assignments.

→ Analytics and monitoring

Insights beyond transcripts, agent, customer and operations dashboards, live monitoring and alerts.

→ Reporting

Compliance-ready reports and strategic dashboards on performance, trends and risk across teams and sites.

TWO QUESTIONS THAT CUT THROUGH THE FEATURE LIST

1

Do QM, training and analytics work from the same recordings as the compliance system, or from copies in disparate platforms?

2

Do insights reach the person who has to act on them: the supervisor on a live call, the trainer, the executive?

WHAT EACH ROLE NEEDS

Bring every role into the evaluation. A platform that satisfies compliance but frustrates supervisors and agents won't get used.

Supervisors	Live monitoring and alerts on calls that need attention, plus automated QA that replaces manual sampling.
Agents	Personal dashboards and targeted feedback on where they stand and what to work on next.
Trainers	An AI training simulator where new agents practice and get scored without role-play.
Quality managers	100% evaluation that supports onboarding and consistent coaching with less manual work.
Executive leadership	Strategic dashboards and compliance-ready reports on performance, trends and risk.
Compliance and legal	Audit trails, redaction and secure sharing that make any interaction ready for audit, dispute or discovery.
IT and security	A stable platform with flexible deployment, encryption and single sign-on that keeps maintenance low.

Replace the Platform, Not Your Phone System

The new platform should connect to your existing PBX, UCaaS and CCaaS environments, so you keep what you've already invested in.

1. **Take stock of what you record today.**
   List every channel, site and platform, with the retention rule for each.

2. **Decide what happens to your archives.**
   Plan how old recordings stay searchable and defensible, and check the vendor supports it.

3. **Start with compliance recording.**
   Connect your existing telephony platforms and confirm 100% capture before adding anything else.

4. **Add capabilities as teams are ready.**
   Bring in screen recording, QM, training and AI analytics one team at a time.

5. **Retire legacy applications and solutions.**
   Once the new platform has proven itself, shut down the separate recording, QA, training and analytics apps.

Before you shortlist anyone, ask each vendor to walk you through this path for your environment, with timelines.

Vendor Evaluation Scorecard

Score each vendor from 1 to 5 on every criterion. Set the weights from your driver scores (5 = critical), then compare the weighted totals.

Criterion	Weight 1–5	Vendor A	Vendor B	Vendor C
Reliability, uptime and 100% capture				
Licensing, cost transparency and ROI				
Support, R&D location and issue resolution				
Integrations and time to deploy				
Administrative simplicity				
Security and compliance				
QM, training and coaching				
AI insights, reporting and live monitoring				
Deployment flexibility and scalability				
Platform consolidation				
Vendor stability and roadmap				

Ten Questions to Ask Every Vendor

1. Can you show 100% capture on our call flows, and what happens in an outage?
2. What costs sit beyond the base license: add-ons, usage charges, overages, minimums?
3. Which features in the quote would we not use in year one?
4. Where are your support and R&D teams, and what response do you commit to?
5. How long from contract to first recordings, and to full configuration?
6. Which of our platforms do you integrate with natively, and which need custom work?
7. Can our business users manage users, permissions and retention without vendor staff?
8. How do redaction, audit trails and secure sharing work for an audit or discovery request?
9. Which deployment models do you offer, and can we change later?
10. What's on your 12-month roadmap, and how do you prioritize customer requests?

ON-DEMAND WEBINAR

See it in action before you shortlist.

The on-demand webinar includes a live demo of compliance recording, a training simulation, QM and live monitoring.

WATCH NOW

Where ImpactCX Fits

ImpactCX, powered by Eventide Communications, puts compliance recording, QM, AI analytics and agent training in one application, with one interface, one support team and one invoice.

Reliability	Records 100% of contacts on a stable Linux solution with 7x24 monitoring and alerting.
Cost	Flexible, competitive licensing. Start with what you need and add more as you grow.
Support	Purpose-built Linux application for high availability, with U.S. R&D and local Tier 1 support.
Integration	100+ integrations, activated in hours and configured in days across all channels.
Complexity	Built for business-user implementation, with intuitive user, permission and product setup.
Compliance	Audit trails, auto-redaction, secure audited sharing, encryption at rest, FIPS 140-2/3 versions.
Deployment	SaaS (incl. government clouds), virtual appliance, on-premises or hybrid.

START WITH WHAT YOU NEED, ADD MORE WHEN READY

ImpactCX **Compliance Recording**
Voice, digital and two-way radio recording with secure export and permission-based storage.

ImpactCX **QM**
Manual QA and screen capture.

ImpactCX **AI**
Automated QA and a training simulator.

ImpactCX **AI+**
Actionable insights, dashboards and reporting.



Next Steps

1. Go through the six questions and score the twelve drivers with your team.
2. Shortlist vendors and send them the ten questions.
3. Ask each one to demo your own call flows, administrators and reports.
4. Book a free ImpactCX consultation.

Book a free consultation

Watch the on-demand webinar

30+ years of software innovation, **9,000+** deployments worldwide.

One application. One interface. One support team. One invoice.