

OrecX Announces Expanded Ecosystem for Third Party Analytics Solutions

OrecX partners with analytics providers to extend the value of its recording solutions

CHICAGO - March 12, 2018 - [PRLog](#) -- OrecX, the world leader of open source call recording applications for call centers, enterprises and communication service providers, today announced an expanded ecosystem of analytics partners who leverage Oreka's stereo recording, media manager, and REST API to power their premise and cloud-based solutions.

With Oreka's modern, components-based open design, OrecX attracts a broad partner ecosystem in speech and omni-channel analytics, workflow automation, biometrics and business intelligence. Oreka enhances these analytics platforms in a variety of ways, including:

A. Capabilities insertion – premise and cloud solution providers take pieces of the Oreka recording platform and integrate it into their own to strengthen their capabilities and resulting value

B. Analytics engine – software vendors use Oreka's raw analytics engine to power their own analytics solutions

C. Data ingestion – cloud providers record data, Oreka processes it (audio and meta data), and the customer manages it themselves using the Oreka interface

"OrecX's mission is to help organize the world's spoken information with an open and powerful voice recording platform," said Steve Kaiser, OrecX CEO. "OrecX can be used for premise-based recording, recording as a service in multi-tenant cloud environments, a repository for third party recording, a network-based recording service and a voice collection engine for third party analytics."

Oreka is the only provider that provides free and open access to the media, meta-data, and database. While other solutions block access or charge extra license fees for access to voice data, Oreka's framework provides unconstrained access.

To see a list of our ecosystem partners, please visit <http://www.orecx.com/ecosystem-partners/>.

About OrecX

North American-based OrecX's award-winning call recording software is powered by an open, scalable and extensible design that meets the diverse requirements of call centers, VoIP communication providers, large enterprises, and small business at a fraction of the cost and complexity of proprietary closed-end solutions. OrecX's open recording architecture promotes enhancements with third party voice analytics and workforce optimization solutions, further extending the value of the software for partners and clients. OrecX is the primary developer and sponsor of the Oreka GPL open source call recording project hosted on Sourceforge, with more than 175,000 unique downloads and millions of users in over 195 countries. Among others, OrecX's software has received accolades from Linux World – Best New Use of Open Source, TMC Labs – Innovation Award and Contact Center Technology Award, Unified Communications and Customer Interaction Solutions – Product of the Year, and Insights Success – Top 50 Most Valuable Tech Companies.

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