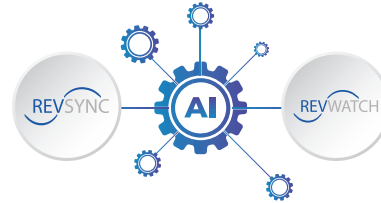# Full-function Local And Cloud-hosted Logging Solution With Backup And Redundancy

REVSYNC

Revolutionize Your Data Backup with RevSync and AI-Powered Anomaly Detection

Overview

Revcord developed RevSync to meet the needs of today's call centers. RevSync allows you to manage and back up your logger to the cloud in real time, providing two-way sync and a fail-safe storage option for your logger's critical data.

We have now added AI-powered channel monitoring to your cloud recordings, enhancing the accuracy of RevWatch Alerts. RevSync AI can detect and address real-time anomalies to ensure seamless, uninterrupted operations. Our AI-driven solution safeguards your data and enhances operational efficiency.

With Revcord's cloud-hosted recording solutions, you can rest assured your data is safe, redundant, and accessible with HIPAA-compliant, 24/7 access to key individuals via secure log-in anywhere and anytime.

AI Features:

- **Anomaly Detection:** Automatically detect anomalies in the operational duration across all active channels.
- **Real-Time Alerts:** Receive instant notifications to address any detected anomalies promptly.
- **Robust Data Handling:** Efficiently manage and process real-time data streams.
- **Comprehensive Reporting:** Detailed documentation and visualization of operational metrics and anomalies.

AI Technical Highlights:

- **Data Preprocessing:** Add necessary columns, sort, filter, and adjust data for analysis.
- **Time Gap Calculation:** Compute intervals between occurrences to identify operational gaps.
- **Feature Engineering:** Convert data types, transform columns, and derive new features.
- **Outlier Detection:** Utilize the Isolation Forest algorithm to detect and analyze anomalies.

Features

REVSYNC

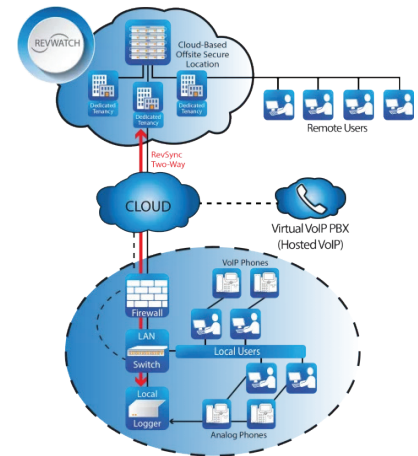| Feature	
Full-function local and cloud-hosted logger with 2-way sync and remote live monitoring of all channels	✓
AI-based Channel Monitoring for RevWatch Alerts	✓
Remote storage and secure access of your logger's data	✓
Remote audit and troubleshooting capabilities of your logger's data	✓
Access Data from any device (device agnostic)	✓
Five (5) years cloud storage	✓
FedRAMP High Secure Cloud Access	✓

REVCORD

Revolutionizing Multimedia Recording