



OnviCord PRO

Workforce Optimization

Recording, Quality Assurance, Quality Monitoring and Workforce Management

Our capacity spans multiple servers with a virtually unlimited number of channels, letting you easily scale to meet increased demand.

OnviCord PRO is an advanced software application that provides all the functionality and features required to engage in quality call monitoring and recording—effortlessly. Supported by a suite of powerful call management tools, *OnviCord PRO* captures 100% of voice and data activity. This enables users to easily and cost-efficiently engage in every type of call recording; quality assurance, liability protection, and call archiving.

Architected for efficiency and ease of implementation

OnviCord PRO is supported by the *OnviNet* platform. *OnviCord PRO* interfaces with virtually any PBX/switch, with flexible configuration for station side and trunk side recording, T1/E1 taps, DS3 taps, or Voice over IP (VoIP) calls. Our capacity spans multiple servers with a virtually unlimited number of channels, letting you easily scale to meet increased demand. Security protocols provide configurable data encryption so you can protect information and recordings inside and outside your network. The result is a stable, reliable, universal call recording solution without complex integrations, software upgrades, or reconfigured trunks and switches.

OnviCord PRO implements in days so you can rapidly realize value with the most efficient and user-friendly call recording solution in the industry. We accomplish this without requiring dedicated resources for implementation or management, providing a predictable return on investment (ROI) and a lower total cost of ownership (TCO). *OnviCord PRO* is part of the *OnviCenter* product suite.

Innovative technology advancements

We also offer advanced capabilities that bring additional flexibility and simplicity to your solution.

Screen Capture—Get synchronized voice and video recording with our *OnviCord Pictora* screen capture functionality. Choose to record on-screen activity in full color or take advantage of grayscale conversion technology to greatly expand recording capacity while maintaining sharp image resolution.

Quality Assurance - Evaluate agent performance readily with *OnviCord Excella* quality assurance tools. *OnviCord PRO* lets you flexibly apply quality assurance monitoring to all your recordings based on user-defined sampling criteria. The result is 100% recording for quality monitoring and a truly random sample, selected without bias, for quality assurance purposes.

Randomly selected voice and video (where applicable) recordings are placed into supervisory queues. A split-screen window makes easy for supervisors to work through automated evaluation templates while listening to recordings. Customizable templates and scoring values are based on user-defined rules and criteria.

Workforce Management - Develop optimized work schedules based on forecasting using historical data from your switch, scheduled shifts and agent availability. *OnviCord Persona* formulates a schedule that best meets the forecast with the option to fine-tune and accommodate agent preferences.

Intuitive, simple management applications

We leverage the technical innovations that *OnviCord PRO* provides by giving you access to flexible control and monitoring tools. You can proactively manage your solution to achieve your business goals - right from the desktop.

OnviCord Web offers simple, browser-based access to a robust tool-set that provides everything needed to manage your call information quickly and easily. *OnviCord Web's* familiar interface encourages rapid adoption and improved productivity with very little training necessary for you and your users.

- Search and playback calls based on agent, length, date, time, account, incident, or other identifiers you define
- Review calls for dispute resolution, order verification, training, or evaluations
- Create evaluation templates within the application to easily review and score performance
- Run reports and analyze call activity based on your variables
- Email recordings, notes, or memos without leaving the application
- Manage user accounts and access privileges

OnviCord Agent supports free agent seating, record on demand, and screen capture. This enables your users to add searchable information such as notes or account numbers during call recording for later reference and review.

- Annotate calls as they're recorded to flag content types, specified accounts, or customer issues
- Set up on demand call recording as required
- Capture synchronized voice and screen recordings

OnviCord Monitor enables supervisors or other authorized users to monitor calls in progress for quality assurance, training, or evaluation from virtually any location.

- Monitor live voice and screen activities from the desktop, with no additional equipment required

OnViews displays your contact center and *OnviCenter* system status in real time. This dynamic operations and management control center provides a virtual panel display of *OnviCord* that appears similar to the buttons and lights on a receptionist's phone. These buttons indicate channel activity by agent or line in real-time.

- Track channel and line availability
- Monitor activity for specific lines or users
- Manage system alerts

Customizable views to agent, supervisor and administrative activities are available within this unique dashboard. System alerts and an integrated help file are also accessible in *OnViews*.

One Fully Integrated Product Suite

OnviCenter

OnviCenter offers a highly affordable suite of integrated software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers workforce optimization (*OnviCord*), unified and automated agent desktops (*OnviTrax AutoAgent*), pre-packaged tele-enterprise business applications (*OnviCall*) and call handling supported by virtualization to enable remote operations and agents.

OnviTrax AutoAgent is a web-based application that automates call center agents' desktops. *OnviTrax AutoAgent* accesses the client's database to automatically populate customer information fields and to generate follow-up emails for clients and customers in the background during a transaction.

Call center managers can customize the workflow for each client. The call center administrator can configure the agent prompts and controls for collecting information and presenting screens with *OnviTrax AutoAgent's* user-friendly drag and drop configuration tools.

About OnviSource

OnviSource offer highly affordable, fully integrated product solutions, hosted application services, and award-winning business outsourcing services in sales, marketing, customer service and support. OnviSource contact center products have demonstrated a superior degree of reliability combined with an outstanding set of features and capabilities that deliver revenue-bearing solutions to contact centers. The company provides solutions to thousands of customers and business enterprises worldwide. OnviSource Inc. is a Delaware Corporation headquartered in Plano, Texas with Operations Centers in Enid, Oklahoma.

OnviCall offers prepackaged business applications for telephone answering services, tele-services, order fulfillment and processing and medical and emergency dispatch. These revenue-bearing applications allow call centers to expand their service offering.

OnviNet provides the network infrastructure for all of *OnviCenter*. *OnviNet* scalable call handling and recording platforms provide low-cost solutions that are optimized for small to medium contact centers.

OnviNet utilizes industry standard Microsoft Windows and XP Professional based servers and MySQL database. Built on a modular, client server architecture, *OnviNet* allows for additional capacity and supports optional features.

- Inbound Call Handling
- Outbound Call Handling
- Database Management
- Voice & Data Recording

OnviNet Options:

- Intelligent Call Distributor (ICD)
- Automated Call Distributor (ACD)
- Interactive Voice Response (IVR)
- Dispatch & Messaging Services
- Web Integration
- Voice Mail
- Unified Messaging
- Predictive Dialer

Delivering Exceptional Customer Value

OnviSource backs up *OnviCenter* with superior customer care, and our commitment to your satisfaction begins at the very first contact.

To experience our service first-hand, contact *OnviSource* at **800-311-3025**.

We'll be happy to review your call center requirements and discuss how easily and cost-effectively you can implement *OnviCenter* products into your organization. View the *OnviCenters* suite on our website at www.onvisource.com.

