



OnviCord

Record, Manage, Analyze and Protect - Effortlessly

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OnviSource's OnviCord 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 captures 100% of voice and data activity. This enables you 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 is supported by the OnviNet platform. OnviCord interfaces with virtually any PBX/switch, with flexible configuration for station side and trunk side recording, T1/E1 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.

Innovative technology advancements

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

Screen Capture—Get synchronized voice and data recording with our Screen Capture functionality. Choose to record on-screen activity in full color, or take advantage of our patent-pending Grayscale Conversion technology to greatly expand your recording capacity while maintaining crystal-clear image resolution.

Flex Recording—OnviCord 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.

Computer Telephony Integration—Record on demand, manage free agent seating, and actively append information to your calls using our innovative client/server Computer Telephony Integration (CTI) technology. This breakthrough provides you with the advanced capabilities of a CTI package without requiring the purchase of expensive software and a time consuming and costly implementation.

OnviCord implements in days, not weeks, 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 your investment (ROI) and a lower total cost of ownership (TCO).

Intuitive, simple management applications

We leverage the technical innovations that OnviCord 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.

The OnviCord product suite streamlines your existing operational processes, enabling you to manage your call information effortlessly from the first day of use.

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 Console is a virtual panel display 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

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

OnviCenter

OnviCenter offers an innovative suite of software solutions to advance contact center sales, marketing, customer support and business operations. This comprehensive product suite delivers enhanced productivity and compliance tools such as call recording, data mining, campaign management, call handling and industry-specific solutions.

OnViews

OnViews displays your contact center and *OnviCenter* system status in real time. This dynamic operations and management control center provides full telephony, voice recording, management tools and operations applications in an intuitive and easy-to-use interface.

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*.

About OnviSource

OnviSource developed proven, integrated solutions comprised of system and software applications, hosted application services, telecom access services, and business outsourcing services in sales, marketing, customer service and support and business operations processes. 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.

OnviTrax

OnviTrax applications improve client service, increase productivity and prolong agent retention by creating campaigns and automated scripts for inbound and outbound contact centers. Extract information from legacy databases to establish targeted lists and defined campaigns.

OnviNet

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:

- 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 OnviCenter solution on our website at www.onvisource.com.

