



OnviCord PRO VoIP

Flexible and affordable VoIP solutions for Workforce Optimization

call recording • quality assurance • speech analytics • screen capture • workforce management

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Features:

- Cisco SCCP, Avaya, Nortel, Mitel, SIP, and H.323
- Multiple codecs, G.711 and G.729
- Unlimited number of network interfaces
- Unlimited parties in call being recorded
- Unlimited number of simultaneous sessions
- Supports dynamic IP addressing, such as DHCP
- File encryption
- Multiple stored file compression options
- Files stored in industry standard .wav and .avi formats
- Network-based remote live monitoring
- Network-based instant retrieval and playback
- Captures call details such as direction, called number, caller number, caller name

OnviCord PRO is an advanced, highly affordable VoIP call recording product with all the functionality and features required to engage in quality monitoring, agent evaluation, recording and compliance— simply and effortlessly. Supported by a suite of powerful call management tools, *OnviCord PRO's* proven call recording solutions capture 100% of VoIP voice and data activity for Cisco SCCP, Avaya, Nortel, Mitel, SIP and H.323.

Within *OnviCord PRO*, voice and call-data packets are simultaneously retrieved from your data network and processed in real-time. The resulting voice stream is combined with the call data and screen recordings into a single, synchronized session and stored together. Recorded calls are easily searched and played back with the browser-based *OnviCord Web* application. Real-time monitoring of audio and screen activity is quickly conducted with *OnviCord Excella*.

Seamless Integration for All Customers

OnviCord PRO allows existing customers and new users to take full advantage of VoIP technology. Our VoIP solution fits seamlessly into the *OnviCord* suite of call and screen recording capabilities. Capture 100% of internal and external communications, record randomly or control which calls to record with *OnviCord PRO's* record on demand feature. *OnviCord* is a member of the *OnviCenter* suite of fully integrated contact center applications.

Multiple Telephony Option Preserves Previous Investments

OnviCord PRO provides a complete solution that can record multiple telephonies in a single chassis. Customers can now utilize one recording solution for TDM and hybrid systems along with new VoIP systems. With *OnviCord PRO* VoIP recording, organizations can preserve previous investments in ACD and telephony equipment.

Centralized Recording Management

VoIP technology is scalable and cost-effective when managing changes associated with agent relocation, and so too is *OnviCord PRO*. Users can readily move the recording of phones from one network interface to another. Also, the addition or removal of phones can be done in real time without time-consuming disruptions to servers.

Organizations with service centers and employees in multiple locations can more effectively manage remote-site recording through the centralized administration in *OnviCord PRO*. Recording and monitoring these local and remote workforces with *OnviCord PRO* means negligible impact on operations and budgets.

Workforce Optimization

VoIP technology enables enterprises of all sizes to lower costs for voice services but an equally broad impact is evident in the area of workforce optimization. Intelligence captured through *OnviCord PRO* enables organizations and contact centers to focus on customer interactions and Key Performance Indicators (KPI's). They can measure and improve productivity and business processes significantly using *OnviCord* Quality Assurance, Speech Analytics, Screen Capture, and Workforce Management.

OnviCord PRO Proven Quality Monitoring and Quality Assurance

OnviCord Web

Simple, browser-based access to a robust tool set that provides everything needed to manage call information quickly and easily.

- Search and playback calls based on agent, length, date, time, account incident or other identifiers.
- Review calls for dispute resolution, order verification, training or evaluation.
- Run reports and analyze call activity based on your specific variables.
- E-mail recordings, notes or memos.
- Send internal messages.
- Manager user accounts and access privileges.

OnviCord PRO supports free agent seating, record on demand and screen capture. Enables users to add searchable information, such as notes or accounts during call recording for later reference and review.

- Annotate calls as they are recorded to flag content types, accounts or customer issues.
- Setup on demand call recording as required.
- Capture synchronized voice and screen recordings.

OnviCord Excella Quality Assurance

Enable supervisors or authorized users to monitor calls for quality assurance, training or evaluation from virtually any location. Monitor live voice and screen activities from the desktop, with no additional equipment required.

- Split-screen search results page allows supervisors to review recordings while simultaneously working through a scoring template
- Rules-based call selection captures an unbiased, random sample of calls per agent

OnviCord Explora Speech Analytics

Explora analyzes *OnviCord PRO* call recordings, acts as a listening agent, delivers actionable events and provides a vehicle for analysis of every recorded call. *Explora* provides the unique ability to “process once” and “search many times” across an asset of available audio.

- Performs fast and accurate search of 100% of recorded calls for multiple words, phrases and exceptions.
- Search is 30,000 times faster than real time
- No need for text conversion or updates to dictionaries

OnviCord Pictora Screen Capture

Capture synchronized voice and video recording of desktop activity during customer interactions. Record video in full color or grayscale to expand capacity while maintaining clear image resolution

- Records desktops in full color or grayscale
- Grayscale recording reduces network traffic and storage requirements by two-thirds over color
- Records up to 100 simultaneous workstations per server under typical settings
- Negligible impact on utilization at agent workstations
- Live monitoring of both voice and screen activity
- Configurable capture and compression rates globally or for individual workstations
- Configurable random recording settings
- Non-proprietary .avi storage and playback format
- Windows 2000 & XP for non-Windows Terminal Server Client environment
- Full Windows Terminal Server Client support

OnviCord Persona Workforce Management

Manage your workforce efficiently by using concrete data to forecast need and generate the best possible work schedule based on agents' skills to meet pre-set service levels. *OnviCord Persona* provides the ability for day-by-day optimization.

- Forecasts agent workloads based on historical data and business records
- Prepares agent schedules based on availability, skill levels, salary and more
- Measures agent adherence and compliance to schedule
- Web portal enables agents to review schedules and change their availability

OnViews

A virtual panel display in *OnViews*, the management dashboard used for administration, appears similar to the buttons and lights on a receptionist's phone. Buttons indicate real-time channel activity by agent or line.

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

Architecture

- Highly scalable
- Single or multiple cabinets
- Standard RAID 0,1 and 5
- Redundant hot-swap power supplies standard in rack-mounted systems
- Components run as Windows® services on system startup
- MySQL database
- Components communicate using TCP/IP over network or Internet
- Multiple licensing options
- Audio and video files stored as standard .wav and .avi file formats

Telephony Recording Interface

- VoIP: Cisco SCCP, Avaya, Nortel, Mitel, SIP, H.323
- G.711 and G.729 codecs
- 2/4-Wire digital station interface
- T1 CAS, T1 PRI, E1 PRI, NFAS
- Digital station, analog station, and T1 CAS, T1 PRI, T1 NFAS, E1 PRI interfaces in the same box
- 2-Wire analog interface via phone handset, analog trunk lines and radios
- TeleDirect and Concerto predictive dialer interfaces
- Computer Telephony Interface (CTI)
- OnviCall, AccuCall, Amtelco, and StarTel interfaces

Security

- SSL supported web server
- Privileges are preset or configurable per user
- Critical system user activity logs
- Optional strong passwords
- Password expiration settings between 30 and 180 days
- Configurable web session time out
- Password protected database
- Passwords encrypted when stored
- Configurable encryption key length (40, 56, 128 bits)
- SMTP authentication support

Backup

- Windows® 2000 backup with DVD, LTO, DAT or NAS
- Other options available

System Maintenance

- Critical system alarms via email, pager, system speaker, or network connection
- Automatic database optimization and backup
- Remote diagnostics via Internet or modem

Storage Control

- Configurable autopurge options
- Optional cyclic recording onto hard disk
- Customizable compression settings – GSM, PCM, ADPCM, TrueSpeech

Operating System Support:

- Windows® 2000 Pro/Server, Windows® XP Professional
- Windows® Server 2003, Web 2003

