

PRODUCT BRIEF

Avaya and VPI

Delivering VoIP Call Recording and Quality Monitoring

To stay competitive, organizations need to provide the highest level of customer service possible while still maintaining system security. Adding the right call recording and monitoring system can help enhance business intelligence and boost competitive advantage.

The Activ! Voice call recording solution, from Avaya DevConnect gold-level member VPI, helps enterprises securely record all their customer interactions, building a database of recordings that can be a potential gold mine of data. The solution allows organizations to record and manage up to 100 percent of their voice interactions and associated telephony data in a Voice over Internet Protocol (VoIP), traditional TDM or hybrid environment. Additionally, the optional integrated stealth screen recording has little to no impact on network resources. Using state-of-the-art information technologies, Activ! Voice delivers reliability and resiliency through a wide variety of robust, fault-tolerant configurations that leverage standards-based components.

Activ! Voice integrates with Avaya Communication Manager and Avaya Application Enablement Services to monitor, record, store and play back phone calls while capturing related call attributes using an IP connection.

- **Communication Manager** is an open, scalable, and highly reliable telephony solution that provides centralized call control for a resilient, distributed network of media gateways and a wide range of analog, digital and IP-based communication devices.
- **Application Enablement Services** is an enhanced set of Application Programming Interfaces (APIs), protocols and web services for developers, ISVs and system integrators providing a new, open platform that supports existing and next generation applications and solutions.

With a scalable architecture that can accommodate from four agents or channels to as many as 400,000, VPI's

Activ! Voice call recording and quality monitoring solution works equally well for global, multi-site enterprises and small contact centers. It's ideal for:

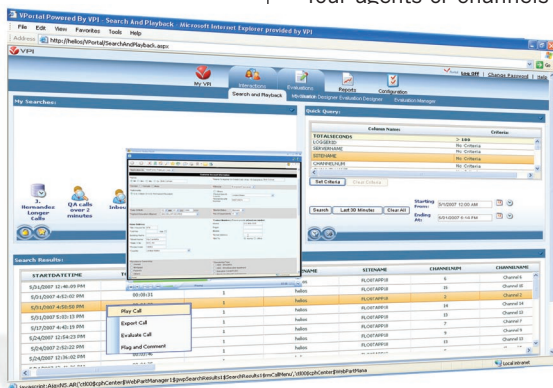
- Financial institutions
- Healthcare providers
- Government agencies
- Public Safety organizations

Features

The Activ! Voice solution integrates seamlessly into an enterprise's existing infrastructure, allowing streamlined maintenance and upgrades with non-proprietary components. It can be implemented in environments with combined VoIP and circuit-switched telephony networks, helping preserve investments in traditional ACDs/PBXs. Other features include:

- **Full-Time Call Quality Monitoring** — Provides easy access to call recordings, helping improve customer service by allowing managers to review customer interactions and perform root-cause analysis on less than satisfactory customer calls. The extensive database of customer interactions can also be used to help train customer service staff with real-life examples. Simple integration with an optional Call Quality Evaluation solution equips organizations to maximize the impact and ROI of quality assurance processes and dramatically improve the effectiveness and efficiency of agent-customer interactions.
- **Advanced VoIP Call Recording** — Uses a single application interface to administer and record both VoIP and traditional TDM recorded interactions, allowing a simple transition from a traditional to IP telephony environment as needs evolve. Easy file sharing and outward integration with standard .WAV and .AVI formats, and reliable high volume recording of voice and screen interactions help reduce network bandwidth.
- **Flexible Storage Options** — Offers virtually unlimited storage capacity using either a centralized or distributed model. Recordings can be kept online on redundant, hot-swappable hard drives for both long- and short-term storage. Or archive data on long-term storage media, such as DVDs or Network Attached Storage (NAS/SAN) devices.
- **Sophisticated Data Management** — Supports advanced rules-based data management for thousands of hours of call records, providing instant access to recorded interactions. With no preset limits for data retention, organizations determine how, where and when to record, store, retrieve and dispose of records.

Quickly and securely retrieve, playback, evaluate and share high quality audio and video files via an intuitive Web-based interface.



- **Secure, Convenient Access** — Allows organizations to customize access to call recordings and associated data using a local client, Web browser-based client, or directly from existing applications through outward integrations. Each user can have a different set of access specifications based on their needs, responsibilities and rights.



Interaction recordings and optional quality evaluation forms can be securely accessed via a custom Web portal interface. Drill down through layers of dynamic reports to access call records and detail.

System Requirements

Activ! Voice runs on the Microsoft 2003 Server Operating System. Specific system requirements vary depending on contact center size, implementation type and individual customer requirements.

ABOUT DEVCONNECT

The DevConnect Program is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.avaya.com/devconnect.

ABOUT VPI

VPI (Voice Print International, Inc.) is a leading innovator and provider of integrated interaction recording and workforce optimization solutions for enterprises, trading floors, government agencies and first responders. Through its award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, ensure compliance, and align tactical and strategic objectives across the enterprise. With the power to be proactive, organizations are equipped to actively identify and maximize opportunities and minimize risk.

For more than a decade, VPI has been providing proven technology and superior service to more than 1,000 customers in over 30 countries. VPI is headquartered in Camarillo, California.

Notable achievements include:

- 2007 Frost & Sullivan North America Customer Value Enhancement Award
- “Positive” Rating in Gartner *“MarketScope Report for Contact Center Quality Management, 2007”*
- Leader in Product, Implementation, Service, Training, and Professional Services Satisfaction by DMG Consulting – 2007 Vendor Satisfaction Survey
- 2007 CRM Rising Stars Award by CRM Magazine

For more information, visit www.vpi-corp.com.

ABOUT AVAYA

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve marketplace advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony, Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large.

For more information visit the Avaya Web site: <http://www.avaya.com>.

For more information on how Avaya Intelligent Communications can take your enterprise from where it is to where it needs to be, contact your Avaya Client Executive or a member of the Avaya Authorized BusinessPartner program, or access other collaterals by clicking on **Resource Type** under **“Do Your Research”** at www.avaya.com.