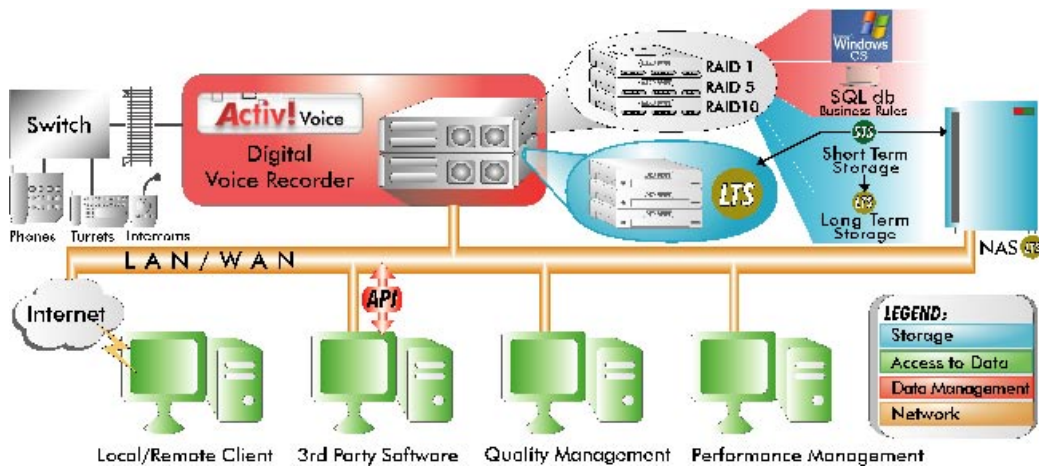


# Voice Recording Solutions for Trading Floors

Capturing Real Time Intelligence. Delivering Real Time Results.

VPI's Activ! Voice Recording Solutions are Easily Manageable and Integrate Seamlessly into Your Existing Environment to Benefit the Entire Enterprise.



## Sophisticated Data Management Driven By Your Business Rules

Activ! Voice enables you to effectively recording and manage 100% of all trader-to-investor and company-to-customer call records to strategically meet your operational and information management needs. The sophisticated **SQL Database** provides centralized management of exceptionally large sets of call and business data. You determine how, where, and when to record, store, retrieve, and dispose of your call records based on the events that occur before, upon or during a call interaction. Additionally, end-user **APIs** and XML tools give you unprecedented flexibility and convenience in data gathering via inward integrations. Call records are easily tagged with custom and standard data, which can be used for searching, reporting, or variable archiving purposes.

## Network Friendly Solution Reduces Total Cost of Ownership

Activ! Voice integrates seamlessly into your existing infrastructure to reliably record all digital, analog and Voice Over IP interactions from telephones, turrets and intercoms in the same system. VPI's state-of-the-art solutions are **platform independent** – they can sit behind your firewall and work in harmony with your network operations. Maintenance and upgrades can easily be performed by your own personnel with non-proprietary components from your preferred hardware supplier. With Activ! Voice, you don't have to be at the mercy of your **LAN/WAN** for recording and administration. Activ! Voice's powerful SQL database supports millions of records for centralized storage management, providing instant access to calls located online, on removable archive media, or on Network Attached Storage devices.

## Centralized or Distributed Storage Options

Benefit from unlimited storage capacity. The choice is yours – Activ! Voice can be configured for centralized or distributed storage. Store recordings online on redundant, hot-swappable hard drives – RAID 1, RAID 5, or RAID 10 – for **Short Term** or **Long Term** storage. Archive on long term storage media, such as **DVDs**, or on your **Network Attached Storage (NAS/SAN)** devices.

## Access Your Data

Retrieve and playback your recordings from the user-friendly **Local Client** interface or from anywhere in the world with an Internet connection and e.Net Client – our powerful, Web browser-based **Remote Client**. Enjoy the convenience of automated, dynamic two-way communication between Activ! Voice and your existing applications! Courtesy of VPI's free APIs and Active X tools, you can access your call recordings and associated data directly from **Third Party Applications** through outward integrations. Leverage your call data into actionable intelligence with Activ! Performance Suite™ – VPI's cutting-edge applications for enterprise-level **Quality Management** and **Performance Management**.

## Compliance and Risk Management Made Easy with VPI's Activ! Voice Recording Solution.

All of the Activ! Voice graphical user interfaces are easy to use and navigate – just point and click. For example, click a button on the Activ! Voice search results screen (top screen) to open an interactive, graphical representation (lower screen) of the results.

**System administrator grants access to features, operations, and channels based on login names and unique passwords – down to the channel level.**

**Comprehensive telephony data and application-derived data is clearly displayed on all of the intuitive Activ! Voice GUI interfaces, such as date, time, incoming or outgoing call, DNIS, agent ID, etc.**

**Send a call directly to the telephone of a remote user – playback initiates the moment the remote user picks up the telephone.**

**Easily attach flags or comments to a call record.**

**Simply point and click to send a call record via email in .WAV format.**

**An assigned password-protected PIN number allows a call record to be replayed remotely by any telephone worldwide.**

**With the click of a button, you can view your search results in color coded graphical form. Double click within the graph to playback any call. Easily compare and analyze call volume and duration for a selection or all agents, or spot unusual call gaps.**

### Define Storage Parameters Based on Business Rules

VPI's unique Variable Retention Application (VRA) allows organizations to establish retention and archiving policies to define how long their recordings are stored before being automatically discarded. With Activ! Voice, you can define how thousands of hours of recorded transaction activity is effectively managed to strategically meet your operational needs. You dictate where and for how long the record is archived, how it is retrieved, and how it will be used in the future.

With VRA, organizations have a truly unique option – they can record 100% of their calls, and retain only the calls that are really needed, even if it means retaining different call record groups for different time periods. Based on data categorization, VRA can be set across multiple groups of records – managing retention throughout various departments.

**“VPI's solution is extremely user-friendly and allows us to quickly resolve any issues or discrepancies that may occur in the process of any interaction.”**

**Bank of America**  
Boston, MA and Aurora, CO

