

VPI

VPI (Voice Print International) is a profitable, privately-held interactions recording, quality monitoring and performance analytics software manufacturer with over 1,200 customers across 50 countries. Founded in 1994, VPI is headquartered in Camarillo, California and has received many product awards and company accolades over the last 15 years, including:

1. IP Contact Center Technology Pioneer Award from Customer Interaction Solutions 2009
2. VPI is recognized as Fastest Growing Call Center Analytics Provider by Datamonitor in 2009
3. Rated #1 in the following 5 categories by DMG Consulting in 2008: Product, Implementation, Service/Maintenance, Training, and Professional Services
4. "Positive" rating from Gartner in 2007
5. North American Customer Value Enhancement Award from Frost & Sullivan in 2007

The VPI Web-based software platform is truly ground-breaking with many highly innovative features. Standard platform features include:

- Full, automated interaction assembly - view the entire customer experience as it happened
- Interactive heat maps - quickly and easily find specific interactions and information
- End-to-end data encryption and security - help ensure recordings are secure and available



Member presence in North America, EMEA and APAC.

For more information, visit www.vpi-corp.com or contact:

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Offers

VPI CAPTURE PRO

Compliant with: Avaya Proactive Contact/PDS, Avaya Communication Manager, Avaya IP Office and Avaya MERLIN MAGIX™ Integrated System

Offer Solution Category: Call Recording, Call/Contact Center, Quality Monitoring/Management

Primary Industries Served: Banking, Government - Federal, Healthcare, Utilities

VPI CAPTURE PRO is the most progressive, ground-breaking call and screen data call recorder available today. Highly reliable, easily implemented and remarkably effective in virtually any environment, VPI CAPTURE PRO can record multimedia interactions from a wide range of network configurations, TDM and VoIP telephony environments, and across any number of locations. Powered by VPI Fact Finder — VPI's powerful desktop screen analytics engine — the call recorder associates important employee screen events and facts to call recordings for automated call classification and analysis centered on key business issues. VPI's robust call recording solutions can be cost-effectively customized, scaled and adapted to meet the evolving demands of organizations of all kinds – from small and medium-sized contact centers to global enterprises employing any combination of in-house and remote employees.

Key features include:

- Unified call recorder for VoIP, TDM and hybrid environments
- Integrated screen analytics powers actionable insights and PCI compliance
- Secure, centralized web access, analysis and administration
- Adaptive, open web architecture

Key benefits include:

- Easily locate high-value call recordings for liability protection, compliance and quality assurance
- Use powerful reporting tools to identify customer interactions that impact business
- Rapidly improve service quality and customer experience
- Immediately achieve greater call center efficiency
- Establish a foundation for quality management and performance optimization

VPI PERFORMANCE

Compliant with: *Call Management System, Proactive Contact/PDS*

Offer Solution Category: *Call Recording, Call/Contact Center, Data Reporting*

Primary Industries Served: *Banking, Government - Federal, Healthcare, Utilities*

VPI PERFORMANCE™ is proven to rapidly boost contact center performance and operational effectiveness – enabling you to discover, diagnose and manage issues before they have a chance to adversely impact customer satisfaction. VPI PERFORMANCE™ contact center reporting and analytics software collects and consolidates real-time and historical performance information from multiple telephony and business systems, delivering critical key performance indicators (KPIs) in a timely and relevant manner for each user. With a powerful combination of real-time consolidated reporting, root cause performance analytics, and targeted coaching and messaging, VPI PERFORMANCE™ contact center reporting software enables contact centers to drive continuous, proactive improvement – crucial for cost containment and profitability.

Key features include:

- Real-time desktop tickers
- Scorecards and reports to bring data to life and enable users to immediately uncover important trends taking place in their contact center

Key benefits include:

- Simplify Decision-Making with Actionable, Real-time Consolidated Reporting
- Make Better Decisions with Powerful Root Cause Performance Analytics
- Empower Your Employees to Quickly Adjust Behaviors and Correct Performance Gaps with Targeted Desktop Coaching and Notifications
- Experience a Rapid, Measurable Return on Your Investment
- Establish a Foundation for Quality Management and Performance Optimization

The AVAYA logo is displayed in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect, giving it a three-dimensional appearance.

INTELLIGENT COMMUNICATIONS

Success Story

Texas Power

Member product/service: VPI CAPTURE, VPI QUALITY

Associated Avaya products: Avaya IP Office

Challenge:

Texas Power needed to upgrade its call recording solution to help ensure its system captures all customer calls and stores the recordings for later retrieval. Texas Power has almost 100 agents that speak with residential and business customers every day regarding their energy needs. During those interactions, agents discuss service terms with customers and negotiate service arrangements. On each call, energy company agents must adhere to certain compliance standards set forth by the Public Utility Commission of Texas, which requires agents to disclose certain things and obtain the customer's agreement on various points – particularly when a customer is leaving another service provider for this energy company.

In the event of a potential compliance issue, the company needs to prove its adherence to governmental regulations. Furthermore, if a customer dispute arises, verification of call specifics and agreements may need to be reviewed to settle the issue.

The company's existing client-side, USB-based call recording system would intermittently lose calls or fail to record them, especially when a network problem occurred. This posed a problem for the Texas company, leading it to search for a better solution to its compliance and risk management challenges.

Solution:

Through VPI reseller partner Lantana Communications, Texas Power learned about the VPI call recording and quality monitoring software solution.

“Our rep from Lantana, which has always been very good to us, told me about VPI and encouraged me to take a look at the solution,” said the Telecom Director for Texas Power. *“I did and immediately liked what I saw. I especially liked the 100 percent recording, the screen capture, the web portal, the ease of searching and the fact it was server-side. It seemed very user friendly and appeared to be the best option for us.”*

“We decided to go with VPI because of the many advanced features it has that would enable us to optimize our call center operation. We also liked that the solution operates in our Avaya environment.”

Value:

“The VPI support staff has been great, and the VPI product is very easy to use,” said the Telecom Director for Texas Power. *“We especially like the screen recording, the web portal and the ease of searching for and locating calls.”*

Results and employee response to the features available on the new VPI call recording and quality monitoring solution have been positive for the company:

- Agent Screen Recording -- “I like the screen recording feature because it enables us to see where employees are having issues and where we need to better train.”
- Call Recording and Retrieval -- “The 100% recording enables us to right any wrongs with customers and keep us from paying for things that are not our fault.”
- Simple Web Portal -- “The web portal is very user friendly and allows us to quickly and easily search for the recordings we need to settle disputes and demonstrate compliance.”
- Agent Evaluation Tools -- “We’re excited to start using the evaluation tools and are eager to see how they can help us provide even greater service to our customers.”

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