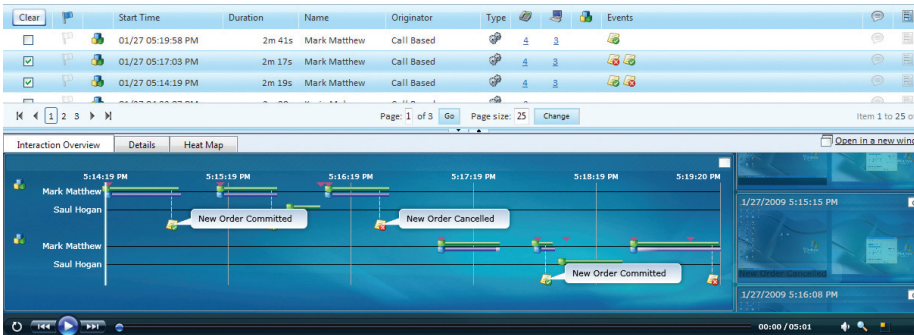




Cisco Technology Developer Partner Catalog

VPI – Ground-Breaking Solutions for Call Recording and Contact Center Workforce Optimization

VPI provides the most reliable, flexible, and feature-rich call and data interaction recording solutions available today. These award-winning technologies integrate seamlessly into a wide range of network configurations that support both Cisco IP Phones (in a Unified Communication Manager IP telephony environment) and analog phones. Whether recording for compliance, quality management, sales verification, business intelligence, or any other purpose, VPI's robust solutions can cost-effectively meet the demands of organizations of all kinds – from small- to medium-size contact centers to global enterprises employing in-house and/or remote agents and branch locations.



Automated full interaction assembly to view the full customer experience over time

VPI's dedication to understanding and meeting the needs of its customers has resulted in the development of VPI EMPOWER™. This highly innovative, feature-rich suite of modular applications (for call recording, quality monitoring and performance analytics) gives organizations the power to proactively manage contact center operations and intelligence – in order to optimize processes, boost productivity, enhance customer loyalty, minimize risk, and ensure regulatory compliance throughout the enterprise.



VPI EMPOWER features highly advanced, first-in-industry capabilities and is comprised of three core software applications. These include:

- **VPI CAPTURE PRO™** (Advanced call/screen recording including agent screen event capture; includes interactive heat maps, automated interaction assembly, customizable widgets and the ability to search recorded interactions according to screen events)
- **VPI QUALITY PRO™** (Analytics-driven, precision quality monitoring and automated coaching with the ability to schedule and assign evaluations)
- **VPI PERFORMANCE™** (Real-time contact center reporting and performance analytics based on more than 120 key performance indicators; includes real-time tickers, dashboards and scorecards)

VPI and Cisco VoIP Call Recording

VPI, in cooperation with Cisco, has fully integrated and certified its award-winning VPI CAPTURE PRO VoIP recording technology with Cisco Unified Communications Manager 4.0(x), 5.0(x), 6.0(x), and 7.0(x) platforms. Through close collaboration with Cisco, VPI is dedicated to the continuous development of Cisco-compatible solutions to ensure that organizations are able to effectively leverage VoIP recording to capture, evaluate, analyze and improve multimedia interactions in Cisco Unified Communications Manager, UCC Enterprise, CTIOS and UCC Express ACD environments.

VPI's tightly integrated call recording technology is available in both advanced Automatic Call Recording and Passive Span Port Recording configurations.

Automatic Call Recording

VPI CAPTURE PRO receives agent and customer voice streams from Built-in Bridge (BIB) of agent IP phones through a virtual SIP trunk configured and managed by Cisco Unified Communications Manager. When the voice recording starts, an active TAPI connection between VPI CAPTURE PRO and the Cisco Unified Communications Manager provides for capture of the call attribute details that are automatically entered into the recorder's database and associated with pertinent voice recordings.

With Automatic Call Recording integration, the Cisco Unified Communications Manager system triggers a recording session whenever a call is received or initiated from the agent IP phone's line appearance. During the recording session, the two media streams of the recorded call, employee and customer, are relayed from the employee's phone to the recorder. UCM-triggered recording, when ACR feature is enabled, always results in capture of the entire call. Automatic recording always starts at the beginning of the call and is automatically terminated when the call ends.

This approach offers substantial advantages in a centralized audio recording, multi-site environment.

Passive Span Port Recording

VPI CAPTURE PRO can monitor and record traffic via a span port at the Cisco switch. For networks that can only support limited spanning, VPI spans two tap points - one tap at the trunk port and one at the Unified Communications Manager port. In addition to recording incoming and outgoing calls, VPI CAPTURE PRO can be configured to record internal station-to-station calls by monitoring the switches that connect individual handsets to each other. RSPAN Tapping is also a potential lower cost, less hardware intensive solution for recording station-to-station interactions.

VPI-Cisco Solution Advantages

Choice in Recording Methodology

The flexibility in VPI recording configurations supports both Cisco Auto Record and Passive Span Port scenarios. This gives Cisco partners and end customers the ability to select a recording methodology to best meet their business and technical requirements.



Superior Call Audio and Screen Video Recording Quality

My VPI Interactions Quality Coaching Performance Messages Skills Administration Help

Performance > Reports > Cisco UCCX Reports > ACD Call Performance

Cisco UCC Express Group Report: ACD Performance

Report Date: From 2009-01-01 to 2009-07-27

Group	Days	Agents	Avg Logged In Time	Calls Presented	Calls Handled	Percent Handled	Avg Handle Time	Avg Talk Time	Max Talk Time	Hold Calls	Avg Hold Time	Max Hold Time	Avg Work Time
Master	137	41	6:23:47	122640	121219	98.8%	0:04:49	0:03:49	8:15:26	1115	0:01:58	0:05:13	0:00:58
Credit & Collections	137	41	6:23:47	122640	121219	98.8%	0:04:49	0:03:49	8:15:26	1115	0:01:58	0:05:13	0:00:58
Bangor	137	27	6:47:28	88436	87355	98.8%	0:04:57	0:03:54	8:15:26	1076	0:01:57	0:05:13	0:01:01
Team 12	137	3	6:42:03	15189	14931	98.4%	0:04:24	0:04:03	0:59:50	190	0:01:14	0:05:13	0:00:21
Team 13	137	3	7:23:18	16164	16122	99.7%	0:06:00	0:04:27	1:33:16	61	0:02:14	0:00:00	0:01:32
Team 14	30	1	1:03:50	90	87	96.7%	0:06:57	0:05:25	0:25:24	2	0:03:03	0:00:00	0:01:27
Team 15	30	1	1:03:50	90	87	96.7%	0:06:57	0:05:25	0:25:24	2	0:03:03	0:00:00	0:01:27
Team 18	9	1	0:30:00	8	8	100.0%	0:08:39	0:07:28	0:18:06	0	0:00:00	0:00:00	0:01:11
Team 19	119	1	6:52:27	3865	3830	99.1%	0:05:23	0:04:00	1:07:17	2	0:01:03	0:00:00	0:01:23
Team 21	132	2	7:17:53	13581	13538	99.7%	0:04:10	0:03:02	0:38:50	381	0:01:29	0:00:00	0:01:05
Team 23	137	4	6:47:41	13935	13935	100.0%	0:03:32	0:03:24	1:05:58	0	0:00:00	0:00:00	0:00:07
Team 24	135	3	6:41:21	11282	11249	99.7%	0:05:42	0:04:29	8:15:26	50	0:03:09	0:00:00	0:01:11
Team 30	134	8	6:38:58	12976	12922	99.6%	0:05:46	0:03:51	1:03:23	396	0:02:34	0:00:00	0:01:50
Team 7	33	1	6:12:19	1346	1339	99.5%	0:05:37	0:05:25	0:52:57	0	0:00:00	0:00:00	0:00:12
Portland	136	8	5:39:55	19295	19072	98.8%	0:03:29	0:02:46	1:20:32	12	0:01:33	0:00:00	0:00:43
Team 48	124	3	4:57:43	8165	8135	99.6%	0:02:44	0:02:23	0:37:24	10	0:01:41	0:00:00	0:00:22
Team 50	135	4	6:05:50	11100	10907	98.3%	0:04:02	0:03:04	1:20:32	2	0:00:58	0:00:00	0:00:58
Team 77	1	1	5:52:13	30	30	100.0%	0:06:33	0:05:55	0:16:28	0	0:00:00	0:00:00	0:00:38
Wichita	137	6	5:25:19	14909	14792	99.2%	0:05:40	0:04:41	1:33:16	27	0:02:56	0:00:00	0:00:59
Team 102	126	3	3:47:04	4452	4431	99.5%	0:05:33	0:05:12	1:33:16	11	0:01:27	0:00:00	0:00:21
Team 110	137	3	6:46:51	10457	10361	99.1%	0:05:44	0:04:20	0:40:52	16	0:03:58	0:00:00	0:01:15

POWERED BY VPI Version 5.0.2.2

Log Off | srourcesuper | Change Password

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Consolidated web reports displaying Key Performance Indicators (KPIs)

With a direct connection to Cisco Unified Communication Manager, VPI CAPTURE PRO captures superior audio quality by securely streaming audio from the IP Phone End Points without sniffing packets on your VoIP network. VPI also makes true video quality screen recording in a VoIP environment a reality without compromising the quality of video recording or impacting network performance.

Unprecedented Data Security and Encryption

Granular user and data-security rules, end-to-end and AES 256 file encryption, file watermarking, comprehensive audit trail reporting, and Active Directory/LDAP security policies protect data from unauthorized users and ensure sensitive information is kept private for both compliance and liability purposes.

Centralized, Web-based Access and Administration

Authorized users can quickly and easily access customer interactions, agent evaluations, scorecards, reports, messaging and eCoaching, via our web-based user interface across any number of locations of any size.

Automated Interaction Assembly and Call Classification

Leveraging the powerful VPI Fact Finder desktop screen analytics module included with VPI CAPTURE PRO, your customers get a ground-breaking way to easily tag or classify

their calls with valuable information (Ex. Customer ID, Case ID and Sales Order Value) via desktop applications and automatically classify their calls to begin uncovering and addressing critical business problems right away. Not only does this add tremendous business value; it also greatly decreases the time for Return on Investment and Total Cost of Ownership.

Maximum Reliability

VPI CAPTURE PRO provides for multiple redundancy options ranging from internal, component-level redundancy of each recording server to external redundancy via VPI SIP Recorder Rollover and Cisco Failover features that can be used individually or in conjunction for maximized protection.

Benefits of VPI's Integrated Workforce Optimization Suite

The VPI EMPOWER suite offers a comprehensive range of workforce performance optimization solutions that integrate seamlessly into a Cisco VoIP environment. These modules can be added onto other VPI solutions or your existing applications at your own pace and are exponentially more valuable when used together. Users have the freedom to access recorded interactions, run reports, and perform employee evaluations from a single interface. Authorized users can also administer the system (create, edit, and delete employees across multiple servers) and quickly and easily access all critical, time-sensitive information.



Real-Time Cisco Reports

VPI PERFORMANCE delivers vital performance information in real time and highlights where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance metrics, consolidated across multiple systems and sites, which may include virtual contact centers, and outsourced and remote agents. VPI provides 18 standard real-time reports and scorecards for Cisco UCC Express right out of the box and advanced reporting for Cisco UCC Enterprise. These Web-based reports allow you to drill through the detailed data so you can quickly identify the root cause of problems or successes and spot opportunities for improvements.

The reporting framework in VPI PERFORMANCE provides a number of standard features, including:

	In Queue	Logged In	Ready	Hot Ready	Occupancy	ACD Calls	% Handled	ACD Talk	ACD Handle	Outb Calls	Outb Talk	Phone
	18	7:12:14	8:27:58	1:51:55	75.5%	78	100.0%	8:9:16	8:9:32	8	8:9:56	OM
	8:9:28	6:36:28	1:33:36	1:11:14	8.4%	95	99.8%	8:9:31	8:8:12	28	8:9:22	Scorecard

- Web-based reporting
- Real-time auto-refresh
- Drill-through via hyperlinks
- Printable views and export to Microsoft Excel
- Group security model to limit access to user-based data
- User-selectable date ranges with quick access to common periods such as today, yesterday, this week, last week, this month, last month
- Ability to link to report views directly from employee desktop tickers

Also right out-of-the-box VPI PERFORMANCE offers Instant Impact Tickers™, which stream important performance data right to the user's desktop for immediate access to business critical KPIs.

These real-time tools provide immediate visibility into the quality, performance and operational effectiveness of the contact center so only the most intelligent decisions can be made on driving improvements.

Precision Quality Monitoring

Leveraging the powerful VPI Fact Finder desktop screen analytics module, VPI QUALITY PRO streamlines your QA program and enables you to rapidly identify and solve business issues by automatically delivering your high-value calls for more targeted evaluation and coaching. Benefit from easily customizable quality evaluation forms, dynamic reports, scorecards and desktop tickers that deliver immediate feedback and results. Evaluation forms can be customized for evaluating an unlimited number of skills or competencies, answer choices, and call segments.

Automated, Rules-based Employee eCoaching and Training

VPI offers the most advanced eCoaching and training solution available today. VPI's coaching solution puts knowledge in the hands of those who need it, precisely when they need it the most. This highly integrated coaching e-learning system delivers training content and messages to agents to improve their efficiency and enhance productivity. Some of the many benefits include: SCORM compliance; KPI-related reporting; Skills-based reporting; Pure Web thin client content distribution; Accessible API; Tag-based content categorization; content testing; Classroom training usability.

Real-time desktop Quality Assurance tickers that deliver up-to-the-minute call statistics, quality updates, and performance information, consolidated from multiple systems and/or locations

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