



## Interaction Recording

### Overview

**Activ! Voice** and **Activ! View** are 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 and TDM and VoIP telephony environments – in any combination. Need to record for compliance, quality management, sales verification, business intelligence, or any other purpose? No problem. VPI's robust solutions can be customized and scaled to meet the demands of organizations of all kinds – from small contact centers to global enterprises employing in-house and/or remote agents.

### Your Complete Voice and Screen Recording Solution

- **Reliably record high-volume percentage of call and data interactions** in single or multi-site environments of any size. You decide what to retain and for how long by implementing flexible, intelligent business rules.
- **Count on the industry's most resilient, reliable solution** – Choose from a wide variety of robust, fault-tolerant configurations.
- **Enjoy unsurpassed efficiency and ROI!** The unified platform supports virtually any PBX – digital or analog, TDM or VoIP, individually or blended – with a unified interface and industry standard file formats
- **Access VPI systems directly or transparently via your other business or telephony applications** – Open APIs enable any level of customization and integration.
- **Gain valuable insights and intelligence from your recorded data immediately!** Benefit from instant, automated delivery of recordings and key metrics for analysis by leveraging the unique, real time solutions available within VPI's tightly integrated **Activ! Performance Suite™**, including enterprise-level business analytics, quality assurance, speech analytics, customer surveying, performance management, automated coaching, and workforce management.

### Activ! Voice Call Audio Recording Lowest Total Cost of Ownership

Leveraging open standards and non-proprietary hardware, the **Activ! Voice** recording solution integrates into your existing network infrastructure and allows for streamlined maintenance. The software-based solution can be configured to integrate with your CRM or business systems, giving you the freedom to select the most efficient, convenient method to access both your customer information and your recorded customer interactions from one interface. With the adaptable **Activ! Voice** recording system, you can continuously build upon your initial investment and migrate to future technologies as your needs evolve.



Interaction recordings can be accessed via VPI's Web interface.

### Easy Transition from Traditional to VoIP

Migrate to VoIP recording at your own pace. Record from traditional circuit-switched (TDM) and new VoIP PBXs/ACDs in the same system, with the same interface to access both types of recordings – preserving your investment. No need for a complete system change-out. Unlike other solutions, VPI's system compresses both TDM and VoIP audio into industry standard, non-proprietary GSM .WAV file format, extending your options for file sharing and integrations with 3<sup>rd</sup> party technologies.

## Advanced Data Management and Storage Options

Intelligently and efficiently manage thousands of hours of call recordings to strategically meet your operational and information management needs. Define rules for recording and organizing your call records based on the events and data collected before, upon, or during each call interaction. Leverage any combination of internal, external, and centralized storage systems with any degree of redundancy.

## Secure, Centralized Access and Administration

As a tightly integrated component of VPI's **Activ! Performance Suite™** **Activ! Voice** can be managed and accessed for call search, playback, and reporting via a variety of means. This can be achieved from either a dedicated rich client or from a Web-based portal, customizable for each user based on the scope of their needs, responsibilities, and access rights.

## Activ! View Screen Recording

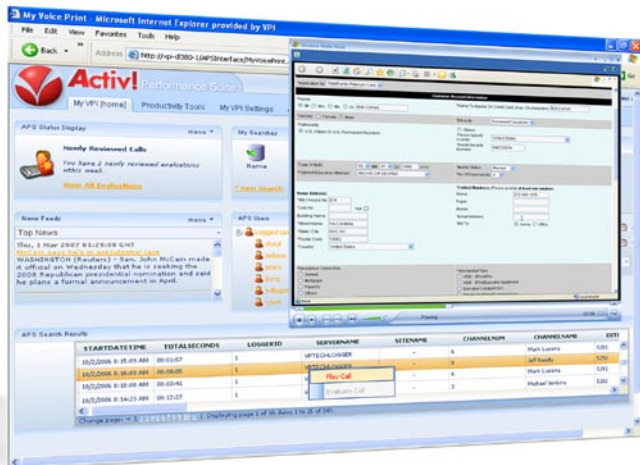
### Full Time Screen Recording is Now a Reality

With advanced file and network management, VPI's **Activ! View** is the first solution to make full-time screen recording a reality, without compromising the quality of the video recordings. To minimize the load on your network, true video recordings are captured in small-sized files and streamed or batch-transferred at scheduled times to the storage device of your choice. Whatever time of day is best for your organization to archive, and whether you decide to record to DVD, NAS, etc. – it's completely up to you!

### Stealth and Flexible Under Any Resolution

Screen recording is undetectable to agents, regardless of the type of workstation or screen resolution. Customized to support your needs and goals, **Activ! View** can record the full desktop or selected portions of the screen, such as a specific area or application window. Rules

for triggering recording may include the call start or the selection of an application screen, such as a CRM screen pop or an email message.



Reliably capture and retrieve high quality video files.

### Easily Share and Analyze Video Files

**Activ! View** offers a variety of Microsoft-native video Codec options, including MPEG4, enabling video capture in a standard .AVI file format – with or without integrated call audio. Complete recorded multimedia interactions can be easily emailed, embedded in Microsoft-compatible documents, or shared and distributed by other means for playback via standard media players. The recordings can also be mined for content via the latest media technologies, overcoming the limitations of proprietary file formats that rely upon a narrow choice of proprietary analytics tools.

## Count on a True Partnership

### The Key to Successful Deployment

Your success is our success. Our professional services team is committed to helping you successfully plan, implement, integrate, operate, and maximize the value of our solutions. We will enable you to optimize your performance in the shortest amount of time possible. Our services include:

- Professional Project Management
- Business Consulting and Workshops
- Training and Certification
- Technical Consulting and Custom Development

**“VPI was the only vendor that could meet our specific customers’ requirements ... VPI provided 100 percent voice and data capture, seamlessly and smoothly, and also met our customers’ remote data storage requirements.”**

- Matthew Chow, IT Infrastructure Mgr.  
Arvato Services