

The Most Reliable, Intelligent Interaction Recording Solution Available Today

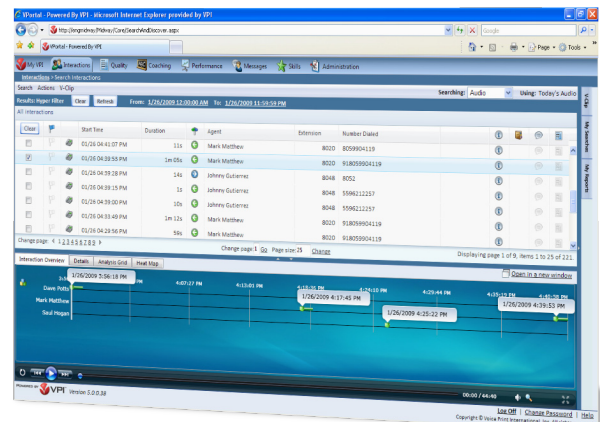
Trusted and proven reliable for over a decade, **VPI CAPTURE** is the most intelligent, flexible call and data interaction recording solution available today. Easily implemented and highly effective in virtually any environment, **VPI CAPTURE** can record your multimedia interactions from a wide range of network configurations, TDM and VoIP telephony environments, and across any number of locations. **VPI CAPTURE** presents actionable information in a centralized, consolidated manner, from a secure Web-based interface that provides fast and accurate insights via powerful, dynamic reports and visualizations. 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.



Easily Find Call Recordings for Liability Protection, Compliance & Quality Assurance

Recording customer interactions is vital for any organization that strives to minimize risk, assure liability protection, ensure compliance, and control dispute-related costs from sales, service, claims, collections and other sensitive interactions.

- **Record 100 percent of call and data interactions** in high-volume, single or multi-site environments of any size. You determine what to retain, for how long, and on which storage device by implementing flexible, intelligent business rules.
- **Efficiently unify recording from any number of audio and data sources and multiple locations** – TDM and VoIP telephony audio as a standard, while employee desktop screen recording, email and Web chat are optional.
- **Centralized access and administration via secure Web-based interface** – authorized users can quickly and easily access call recordings and associated data, and create, review and send reports.
- **Guard your data from unauthorized access** with granular user and data security rules, comprehensive audit trails, and end-to-end and AES 256 encryption with key management. Every call within the VPI application is watermarked in real time to ensure authenticity. VPI's optional PCI Compliance Pack restricts access to calls with sensitive information to ensure PCI Compliance. Satisfy customer data protection regulations – Upgrade with one or more Compliance Capture Packs to limit access to sensitive information.
- **Count on the industry's most reliable solution** – choose from a wide variety of robust, fault-tolerant configurations for uninterrupted performance and disaster recovery.



Interaction recordings can be quickly accessed and visualized to identify and jump to important call events via VPI's Web interface.

Gain Rapid Insight into Customer Interactions with Powerful Reporting Tools

Get an accurate picture of customer interactions – both as they are today and as they trend over time. Quickly recognize and accurately interpret call volumes, inbound and outbound traffic peaks, call handling times, workload distribution among individual front line employees and teams and many other patterns.

- **Freely search, locate, playback and share** – with fast and powerful navigation from high level overview down to the recordings that matter the most, using instant searches and powerful filters.
- **Easily analyze call patterns** – drill through layers of information within dynamic, easy to understand reports, charts and heat maps.

Rapidly Improve Service Quality and Customer Experience

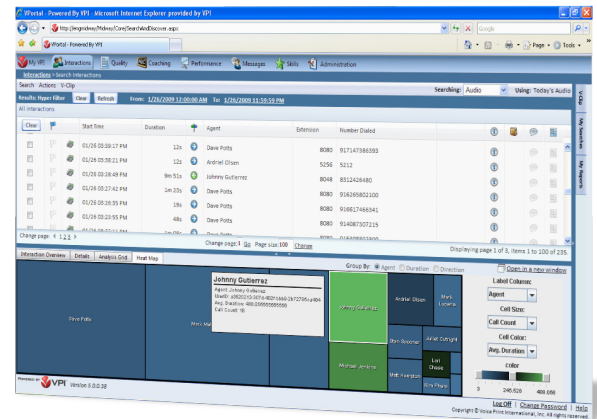
Whether or not you use a formalized quality evaluation process, **VPI CAPTURE** allows you to monitor and improve the customer service quality delivered by your local or remote employees.

- **Monitor live calls across multiple locations** with VPI's real-time streaming Web technology.
- **Conveniently locate and playback coachable call recordings** directly from a variety of standard reports.
- **Leverage best practice calls for training** – recordings are highly portable in standard formats and small file sizes.

Achieve Greater Efficiency – Now and In the Future

Today's successful contact centers understand that in order to thrive and compete, they must embrace change. VPI's open standards recording technology welcomes change and meets the associated challenges with many options for fast and cost-effective reconfigurations in order to satisfy changes in legislation, increased capacity, new geographic distribution of your employee teams, or changes between centralized and distributed operation.

- **Gain lasting advantage** – with open standards and service oriented architecture, **VPI CAPTURE** grants the flexibility to grow and evolve in order to adapt to your changing environment.
- **Benefit from unsurpassed versatility 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.
- **VPI CAPTURE leverages open architecture and is platform independent** – it can reside securely behind your firewall and work in harmony with your network operations.



VPI CAPTURE enables you to quickly identify and listen to the most important calls via interactive Heat Map reports.

Establish a Foundation for Quality Management and Performance Optimization

Recordings of customer interactions contain a vast amount of intelligence about your processes, customer satisfaction, front-line employee performance, revenue opportunities, and chances for improvement of your strategic position in the marketplace.



- **Immediately gain valuable insights and intelligence** from your recorded data! With the **VPI QUALITY** quality management module, you can benefit from instant, automated delivery of call recordings for evaluation and training. Accelerate your contact center's performance and operational effectiveness by adding VPI's integrated **VPI PERFORMANCE** module that delivers real-time insights to front-line employees and managers via Web-based scorecards, drill-through reports and real-time desktop tickers.
- **Easily mix and match to expand your capabilities** with integrated modules for screen recording and analytics, Web-based quality assurance, electronic coaching, centralized messaging, performance management, contact center analytics and more.

Count on a True Partnership with VPI

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



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VPI (Voice Print International) is a leading innovator and provider of integrated call recording and workforce optimization solutions for enterprises and government agencies. Through VPI's award-winning suite of solutions, VPI empowers organizations to proactively improve the customer experience, increase workforce performance, manage risk, and ensure compliance. For more than a decade, VPI has been providing proven technology and superior service to more than 1,200 customers in over 35 countries.