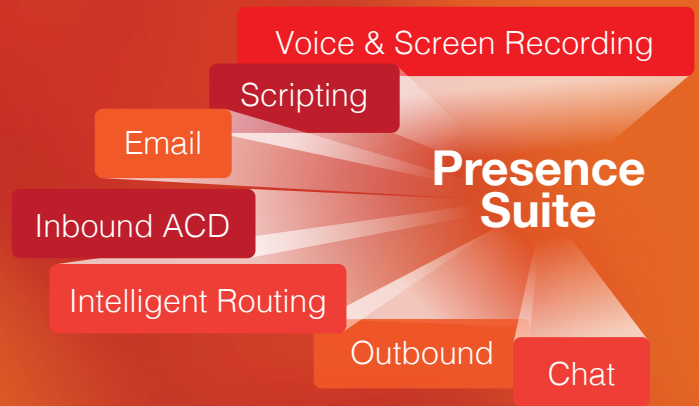


Presence Recording



Strengthen Quality Assurance for All Your Contact Center Activities

Every customer interaction is made up of countless details that determine client satisfaction and the overall effectiveness of agent communication. Presence Recording gives you the tools to create both audio and audio/visual records that help monitor key elements of quality assurance ranging from sales confirmations to regulatory compliance. The Recording module and the resulting files also provide excellent resources for training new hires and improving skills of existing staff.

With Presence Recording you can

- Create audio files with or without video of agent screens.
- Apply filters, such as customer, transaction or business details, to search for specific files.
- Use the intuitive web-based management console for search and playback.
- Work in conjunction with Presence Scripting and initiate by automatic triggers.
- Start and stop a recording as needed for PCI compliance.
- Record and link transferred calls for complete recording and playback.
- Easily access recordings from the Presence Supervisor application.

Iron-Clad Security of Stored and Archived Files

All recorded files are protected by the most stringent security and encryption standards. Upon creation, each file is embedded with an AES 256-bit encryption key that can be unlocked only by the Presence platform on which it was recorded. In addition, the system maintains a detailed playback/export log that identifies authorized users and each time a recorded file is accessed.

Presence Recording - Innovative Audio & Video Technology

Automatic or manual launch	Recording can be synched to specific schedules, business rules, activities, types/categories of contacts, script triggers or initiated by agents or managers
Searchable A/V files	Files are organized with searchable identifiers, such as caller ID, call date & time, service type, agent ID, length of recording, resolution, incoming/outgoing
Easy-to-manage results	Exports complete recorded files or user-defined segments
Full range of export formats	Audio: WAV, VOX, GSM, MP3, OGG, WMA, APE and FLAC Audio/Video: AVI, WMV, SWF and FBR

Optimize Your Contact Center

Presence Recording provides an accessible, searchable archive of customer contact that can be mined for valuable data to maximize performance.

- Review transactions to verify customer sales, agreements, acceptance of contractual conditions/obligations
- Demonstrate compliance with legal requirements and regulations
- Identify QC issues such as inappropriate vocabulary, misinformation, lack of knowledge, errors in processing

The All-In-One Solution for Making Better Contacts

Presence is contact center technology designed by professionals with hands-on contact center experience. As a result, you get benefits that provide real competitive advantages.

- Concurrent licensing for lower cost of ownership and reduced overhead
- Greater responsiveness to client/customer demands
- Improved customer satisfaction
- Eliminates siloed data and functions
- Less reliance on IT
- Increased agent accuracy, efficiency and productivity
- Consistent, intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- 24x7 customer support

Contact us today to learn how Presence Technology can increase profits and productivity for your contact center.

Presence Technology is a worldwide leading provider of multi-channel contact center solutions that enable contact centers to optimize resources and improve communication process efficiencies. Designed to work as a standalone solution or in tandem with an existing PBX, Presence simplifies communication between businesses and their customers, reducing the need for costly equipment changes or upgrades. Presence solutions are consistently recognized for quality and innovation, most recently receiving TMC awards for Unified Communications Product of the Year and Communications Solutions Product of the Year. Presence has a portfolio of global clients serviced by a team of highly skilled professionals, and a network of strategic partners in North America, Latin America, Europe and Africa supporting their efforts around the world.