

Governmental regulations, risk management, and liability requirements are daily concerns in today's contact center environment. To ensure the integrity of their operations, many organizations now require total call recording. But with tens of thousands of daily calls across numerous call centers, it can be extremely difficult to manage comprehensive recordings and still be able to pinpoint and retrieve the one recording that can be critical to your organization.

etalk's Qfiniti™ Observe™ meets this important challenge with a reliable recording solution that incorporates advanced call acquisition tools needed for today's global, and multi-site customer service centers. Through a single platform, Qfiniti Observe can record all calls for compliance or risk management, or selectively capture voice and desktop activity for quality assurance.

Qfiniti Observe gives you the flexibility to deploy station-side logging, trunk-side logging, and quality assurance recording all from a single administration platform. Observe can be deployed to satisfy diverse business unit requirements, whether VoIP or TDM based, while simultaneously simplifying the daunting task of locating calls recorded in contact centers around the world. Qfiniti's scalable, open architecture, ensures that it can grow with your business, from 50 to 50,000 seats. Qfiniti Observe:

- Offers the industry's first integrated station-side, trunk-side, and selective recording technology managed from a single platform
- Satisfies compliance and risk management requirements across financial, healthcare, insurance, legal, government, and telemarketing industries

- Incorporates advanced call mining functionality to easily find recordings across the enterprise for legal or business intelligence purposes
- Offers selective screen recordings and coaching tools for quality assurance programs to extend logging investments
- Supports traditional telephony, IP, or hybrid TDM/IP environments

Enterprise Recording

With over 20 years of contact center experience, etalk understands that every business has unique recording requirements that may differ across customer service sites. Qfiniti Observe offers flexible deployment configurations for logging or selective recording situations, thus reducing support costs and simplifying monitoring management.

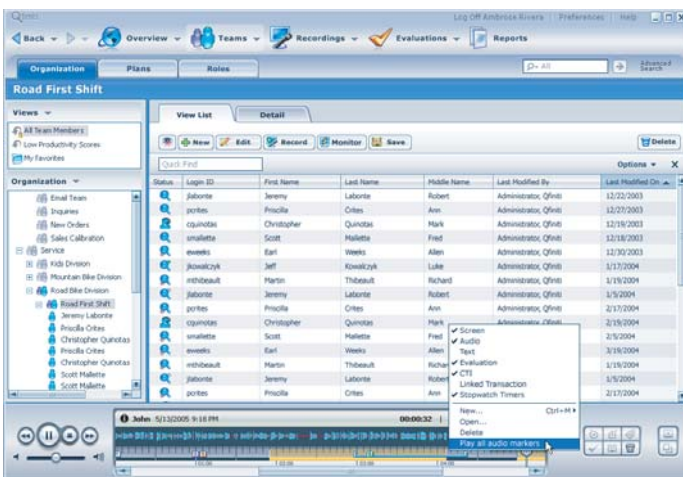
Trunk Side Logging is available to capture a call from the customer's perspective. In this approach, recording taps are connected directly to the trunk lines leading to the switch. Station Side Logging can be used when an organization prefers to capture a call from the agent's point of view. In this approach, recording taps are attached to the extension lines from the switch.

Selective Recording through service observation offers random or event-based recording for quality purposes. On Demand Recording can also be used for verification, contingency, or coaching.

Pinpointing the Right Call

For organizations that route customer calls across the globe, recording retrieval can be complicated and time-consuming, requiring searches within numerous archives and servers.

The Qfiniti platform streamlines the process by providing a single interface and search tool to uncover recordings regardless of where they occurred. Using CTI data from the switch or CRM data attached through the optional EasyLink product, users can easily search for recordings based on customer data such as account number, social security number, or more. Playback options include an intuitive media-based player, Remote Audio Playback (RAP) for standard touch-tone phone playback, or Web-based playback (WebRAP) for secure access to recordings across the Internet.



**Monitor
Measure
Improve
Understand**



Enterprise Management

Qfiniti is easy to manage, whether you operate a single 25-seat call center or multiple contact centers with thousands of agents deployed across the globe. System management tools deliver a single console to monitor the status of servers, recording, and alarms. Centralized alarm monitoring continuously polls applications for critical activity conditions, such as disk space, port failures or connectivity problems. In the event of a problem, system administrators are promptly notified through an alarm console, email, or SNMP Traps.

Quality Assurance

With Qfiniti, quality monitoring integrates seamlessly with liability and risk recording. Screen recordings can occur randomly on top of call logging, enabling the sampling of customer interactions, including a synchronized view of desktop and call activity. Qfiniti coaching tools can dramatically improve agent performance. Integrated coaching comments and markers allow agents to focus on specific behaviors within call segments. In addition to coaching notes, voice comments and screen edits can be used to improve the quality and efficiency of agent coaching.

With the addition of Qfiniti Explore™, every recorded voice transaction, as well as every element within those recordings, is easily searchable with unprecedented accuracy and speed. Explore automates data mining processes formerly performed manually to extend customer satisfaction initiatives beyond the contact center to the entire business.

Efficient Storage

To optimize disk storage space, Observe offers a variety of audio data compression options. Observe supports as many as 512 ports per server. Screen recordings are highly compressed, and archiving can be custom configured for SANs and other off-the shelf storage media.

VoIP Connectivity

Observe features Voice over IP (VoIP) recording to major telephony providers, including Cisco, Nortel, Avaya, Genesys SIP and Altitude vBox. Qfiniti employs both packet sniffing and API integration, where supported, to offer maximum flexibility in any contact center environment. Screen recordings are synchronized with VoIP recorded calls for simultaneous playback.

Open-Architecture

Observe can be deployed on industry leading servers, such as HP, Dell, and IBM. It also interfaces with the major ACDs and dialers, including Avaya, Nortel, Aspect, Rockwell, Concerto, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

Comprehensive Logging Solution

Qfiniti Enterprise is a recording and analysis solution for the contact center that enables businesses to understand the meaning of customer interactions, automatically delivering relevant and accessible customer intelligence. This unified and centrally-managed platform helps international, multi-site operations deliver outstanding customer service and ensure regulatory compliance. Qfiniti Enterprise delivers the tools needed to capture call and desktop events, evaluate and analyze these activities, survey customer satisfaction, and coach, train, and assist agents, helping to improve performance throughout the organization.

Qfiniti Observe supports the full range of logging applications, from regulatory compliance and liability requirements to risk management, conflict resolution, customer satisfaction and contact center performance enhancement. Qfiniti delivers a powerful suite of logging, auditing, and playback options, allowing managers to configure the most productive monitoring systems for their specific environment.

- Health Insurance Portability and Accounting Act
- Bank Secrecy Act
- Truth and Lending Act
- Do-Not-Call Registry by the FCC
- Dual Consent Recording
- Telemarketing and Consumer Fraud & Abuse Prevention Act
- Federal Reserve's Regulation "E" involving the Electronic Funds Transfer Act.

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