

SCALABLE, RELIABLE COMPLIANCE RECORDING



The Witness Systems Compliance Recording Solution

It's your goal.

It's our philosophy.

Improve everything.



WITNESS SYSTEMS

APPLYING A PROACTIVE APPROACH TO COMPLIANCE RECORDING

In today's business climate, government and industry regulations, liability issues and accepted risk management practices have prompted many organizations to proactively record and archive the interactions between their customers/callers and their service agents. But capturing contacts is only one part of the compliance challenge. Maintaining, storing and retrieving the information – for verification, data mining and business intelligence – is equally important.

That's where **Witness Systems Compliance Recording** comes into play. Our compliance recording solution is a proven system for capturing, indexing and retrieving customer/caller interactions in both traditional and IP Telephony environments. Co-existence in the same system protects your investment as you modernize and evolve your network infrastructure.

Our compliance recording solution enables you to capture 100 percent of interactions, and its Web-based architecture scales from a single seat system to a distributed, multi-site enterprise – providing a single view of all contacts and a single point of administration. That means you can easily search and replay interactions, no matter where they were recorded within your enterprise.

Recognizing that today's enterprises collect and manage vast amounts of information from customers, suppliers and other third parties at every touch point, contact center and IP Telephony compliance recording enables the development of enterprise-wide contact management systems, which embrace every department that touch the customer/caller. Interactions, contact information and insight that, if made easily available to the right people in your business, can dramatically improve your operations and the service you deliver.

Witness Systems Compliance Recording is a smart solution for enterprise contact center and IP Telephony environments that want reliability and real-time control over recording and call indexing. Thousands of users around the world rely on our solutions each day to help them capture business intelligence and optimize their workforce performance.

NOW YOU CAN:

- *Implement a flexible, multi-site solution for full-time, compliance and sales verification recording needs*
- *Capture 100 percent of customer/caller interactions in traditional and IP Telephony environments*
- *Record, store and replay contacts in their entirety, automatically or on-demand*
- *Establish and quickly change contact recording parameters, or rules, to reflect the evolving needs of your business*
- *Tag interactions for quick identification and reference*
- *Search, retrieve and replay voice interactions recorded anywhere within your enterprise*
- *Share captured interactions with other departments and throughout your organization*
- *Identify trends and patterns within your recorded contacts*

RECORD AND STORE CONTACTS EASILY

To meet the needs of a broad spectrum of contact center and IP Telephony environments, **Witness Systems Compliance Recording** is available in pre-packaged solutions that deliver different levels of functionality. Whether you're a global organization, a small-to medium-sized business or somewhere in between, Witness Systems has foundation-level and advanced solutions that can help you extend business value.

Depending on your business needs today and in the future, you can invest in the **Operational Series Compliance Recording Package**, which is comprised of functionality designed to reduce risk and automate manual processes. Our **Advanced Series Compliance Recording Package** builds on Operational Series functionality and focuses on optimizing performance by raising first call resolution rates, increasing contact center revenue generation and ensuring consistent customer/caller experiences.

Although the specific features of the packages differ, they include some or all of the following:

VOICE RECORDING – Witness Systems Compliance Recording enables you to capture 100 percent of customer/caller interactions across traditional and IP Telephony channels for the mining of business intelligence, as well as sales verification and regulatory/compliance purposes. Because the recording platform supports multiple sites, you avoid the complexity, expense and administrative challenges of maintaining multiple systems. This means it fits into your current organizational infrastructure, offering you a higher return on investment.

Designed to accommodate changing business conditions and priorities, Witness Systems Compliance Recording gives you complete control over the interactions you capture. It offers 100 percent recording in a reliable, operational environment. You can even capture the complete customer experience, including navigation of automatic systems, such as interactive voice response (IVR) units, along with human interactions with agents. Stereo recording optimizes clarity of recorded speech to aid in automated conversation analysis.

With parameters that enable you to trigger recording through rich computer telephony integration (CTI), you have sophisticated real-time control over recording and call indexing. Witness Systems Compliance Recording also enables the transparent capture of customer/caller interactions that can be accessed and shared throughout your enterprise.

IP TELEPHONY ENVIRONMENTS – Witness Systems Compliance Recording in an IP Telephony environment operates on and leverages the same common architecture as the enterprise recording solution for traditional telephony. The systems can co-exist seamlessly, sharing common data.

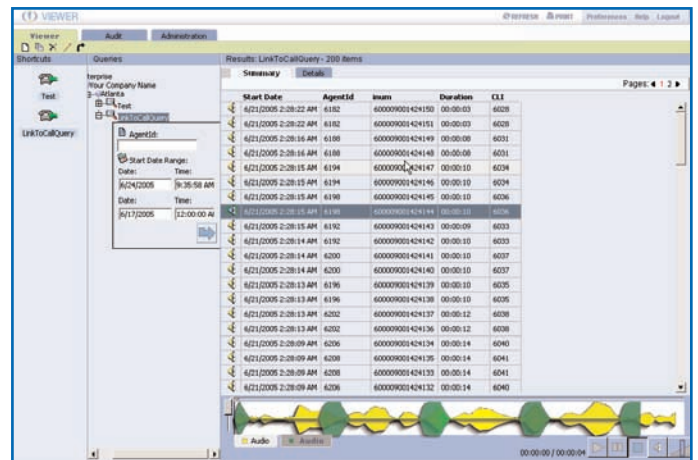
In IP Telephony environments, our compliance recording brings the benefits of contact recording, review and analysis to potentially everyone who uses a telephone at their place of work. You can capture all interactions automatically from any extension. And with rich integration to IP phones, it provides a recording user interface directly on the phone display, so you can simply press a button at any point during the call and capture and retain the entire contact from start to finish.

DATA STORAGE AND RETRIEVAL – Witness Systems Compliance Recording gives you quick, easy access to captured contacts. You can replay and retrieve interactions instantly. It also enables multi-channel replay over a telephone handset or a standard, multimedia desktop PC. If your PC is networked, different users on the network can share the replay drive, providing a convenient, economical way to review and share contacts throughout your business.

INTERACTION NOTIFICATION, SEARCH AND REPLAY – Scalable from a single channel to many thousands, the solution transparently records customer/caller interactions, as well as their location, for easy replay across the enterprise. For quick identification and retrieval, Witness Systems Compliance Recording enables you to assign attributes or “tags” to captured contacts. For instance, you can add additional business information – such as account names and numbers – and identify up-selling opportunities, so you can maximize sales in the future.

The captured phone conversation can then be sent by e-mail or searched and retrieved using a variety of selection criteria. Authorized users across the enterprise can use the intuitive browser-based solution to retrieve and replay interactions using powerful search options.

Voice recordings and call detail records are stored together in a single, unified database, and can be duplicated across removable archive media. A true RAID-5 disk storage option provides high-capacity, high-speed storage with instant access and an exceptionally high level of resilience. Dual power supplies and a hot-swappable hard disk minimize system downtime, while preventing a loss of recording in the event of disk failure.



The screenshot displays the 'VIEWER' application window. On the left, there are navigation tabs for 'Viewer' and 'Administration'. The main area shows a search results table for 'LinkToCallQuery'. The table has columns for 'Start Date', 'AgentId', 'Inum', 'Duration', and 'Clt'. Below the table, there is a 'Start Date Range' filter with 'Date' and 'Time' fields. At the bottom of the interface, there is a 'Call Visualization' graph showing a series of colored bars (yellow, green, blue) representing call durations over time.

Start Date	AgentId	Inum	Duration	Clt
6/21/2005 2:28:22 AM	6182	60000000424150	00:00:03	6028
6/21/2005 2:28:22 AM	6182	60000000424151	00:00:03	6028
6/21/2005 2:28:16 AM	6188	60000000424149	00:00:08	6031
6/21/2005 2:28:16 AM	6188	60000000424148	00:00:08	6031
6/21/2005 2:28:15 AM	6194	60000000424147	00:00:10	6038
6/21/2005 2:28:15 AM	6194	60000000424146	00:00:10	6038
6/21/2005 2:28:15 AM	6190	60000000424145	00:00:10	6036
6/21/2005 2:28:15 AM	6190	60000000424144	00:00:10	6036
6/21/2005 2:28:15 AM	6192	60000000424143	00:00:09	6033
6/21/2005 2:28:14 AM	6192	60000000424142	00:00:10	6033
6/21/2005 2:28:14 AM	6200	60000000424141	00:00:10	6037
6/21/2005 2:28:14 AM	6200	60000000424140	00:00:10	6037
6/21/2005 2:28:13 AM	6196	60000000424139	00:00:10	6035
6/21/2005 2:28:13 AM	6196	60000000424138	00:00:10	6035
6/21/2005 2:28:13 AM	6202	60000000424137	00:00:12	6038
6/21/2005 2:28:13 AM	6202	60000000424136	00:00:12	6038
6/21/2005 2:28:09 AM	6206	60000000424134	00:00:14	6040
6/21/2005 2:28:09 AM	6208	60000000424135	00:00:14	6041
6/21/2005 2:28:09 AM	6208	60000000424133	00:00:14	6041
6/21/2005 2:28:09 AM	6206	60000000424132	00:00:14	6040

Witness Systems Compliance Recording enables you to search, retrieve and replay your captured contacts – and share them across your enterprise.

CONTACT VISUALIZATION – Contact visualization helps you identify trends and patterns within your recorded contacts, providing a powerful visual overview of hundreds or even thousands of interactions. Using an innovative color-coding system, the software assigns a color to each contact based on predefined business rules.

With contact visualization, you can gain valuable insight into the complete customer/caller experience. That translates into the ability to enhance team performance by rapidly identifying interactions based on nature and outcome, patterns and trends, as well as opportunity and improvement areas. You can then quickly track and investigate underlying root causes, and improve business performance by analyzing contact behaviors and outcomes across a broad variety of criteria to discover training, process, product, service and systems issues.

Additionally, you can assess and manage the quality of interaction handling, identify recurring agent behavior and spot contacts that exhibit particular characteristics. With contact visualization you also can perform “what-if” analysis to assess areas for improvement, view silence periods within contacts to increase handling efficiency and optimize performance by identifying patterns.

OPTIONAL, ADD-ON FUNCTIONS – Optional functions are available as add-ons to the pre-packaged Witness Systems Compliance Recording Solutions to help you address specific compliance and customer service issues. They include speech analytics, centralized archiving and more.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS



The pre-packaged compliance recording solutions from Witness Systems include implementation services to get you up and running quickly. We also offer business consulting services that can help you get the most from your investment. These services are delivered by Witness Systems' seasoned consultants, who have years of experience with companies and contact centers of all sizes, types and industries around the globe. Our goal is to partner with you to provide world-class services that offer measurable results and a rapid return on investment. From implementation and consulting to technical support and training, you can be confident that Witness Systems services are delivered by professionals who understand business practices and contact center operations – and care about your success.



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