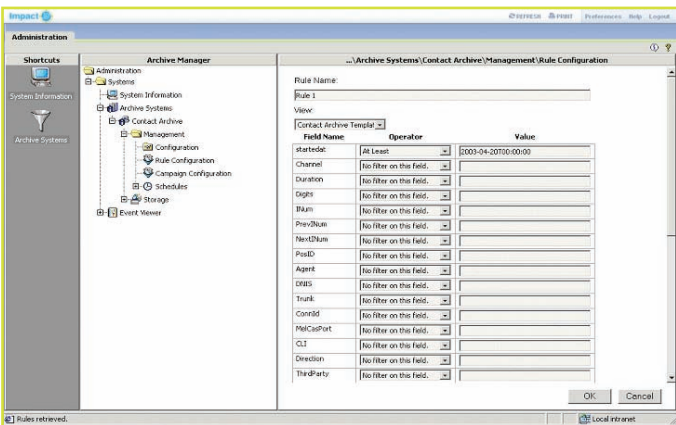


NOW YOU CAN:

- Benefit from reliable archiving for storing interactions in TDM, IP, and mixed telephony environments.
- Consolidate, archive, and retrieve captured contacts easily from across your enterprise.
- Benefit from high-capacity, high-speed storage with instant access and a high level of resilience.
- Reduce the costs and administrative time necessary to manage archived recordings.
- Meet your compliance and regulatory requirements.



access and a high level of resilience. Used in combination with our powerful recording functionality, Impact 360 Centralized Archiving meets the demanding storage requirements for TDM and IP telephony call data.

ARCHIVE, ACCESS, AND SHARE CONTACTS THROUGHOUT YOUR ENTERPRISE

Impact 360 Centralized Archiving allows recorded interactions to be transferred over your network to a centralized, external RAID-5 storage system. Known for its excellent performance, fault tolerance and storage efficiency, the RAID-5 system can store up to 120,000 hours of recorded data.

To minimize system downtime, the RAID-5 system incorporates dual power supplies and a hot-swappable hard disk. This prevents the loss of recordings in the event of disk failure, with virtually no downtime required for disk replacement.

With Impact 360 Centralized Archiving, retrieving stored recordings is quick and easy. Using your Web browser, you can search, retrieve, and replay the contacts you need, when you need them, regardless of when or where they were recorded. What's more, Impact 360 Centralized Archiving is designed to work with your existing storage technology. It's interoperable with automated tape libraries, hierarchical storage management systems, and a variety of tape technologies (DDS, AIT, SDLT and LTO). It also works with off-the-shelf backup tools. As a result, your organization can leverage its current storage infrastructure and processes.

With Impact 360 Centralized Archiving, you can easily store, search, retrieve, and replay the contacts you need, when you need them, regardless of when or where they were recorded.

BENEFIT FROM RELIABLE, SECURE STORAGE OF CAPTURED INTERACTIONS

In today's contact center and IP telephony environments, recording customer/caller interactions is more important than ever before. And whether your company captures some or all of its contacts, you need secure, reliable storage that enables you to search and retrieve information quickly and easily.

Witness Systems can help. We offer Centralized Archiving, an optional, add-on function that works in combination with our Impact 360™ **Workforce Optimization, Quality Monitoring,** and **Compliance Recording** solution packages to provide high-capacity, high-speed storage with instant, enterprise-wide

CENTRALIZED ARCHIVING

PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

CENTRALIZED ARCHIVING – PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Centralized Archiving is an add-on function of the Impact 360 Workforce Optimization solution from Witness Systems. Impact 360 unifies quality monitoring, compliance and IP recording, workforce management, performance management, and eLearning under one architecture that provides a single user interface and centralized system administration and reporting. With Impact 360, your contact center, remote, and back offices can capture, share, and act on information from different functions across the enterprise. As a result, you can make better decisions, faster — and benefit from a single, coordinated source of support, service, and maintenance with a lower cost of ownership.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS



In addition to Centralized Archiving and the complete range of Impact 360 Workforce Optimization solutions, Witness Systems offers business consulting services that can help you get the most from your investment. These services are delivered by our seasoned consultants, who have years of experience with organizations 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 to consulting to technical support and training, you can be confident that the Witness Services Network professionals understand your business practices and contact center operations — and care about your success.



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