Impact 360 ™

Compliance Recording:
Reinvented

It's your goal. | It's our philosophy. | **Improve everything.** ™

WITNESS SYSTEMS ®

APPLY A PROACTIVE APPROACH
TO COMPLIANCE RECORDING

Today's business climate of government and industry regulations, liability issues, and risk management practices has prompted many organizations to proactively record and archive the interactions between their customers/callers and their staff. 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.

Witness Systems has the solution. We offer **Impact 360™ Compliance Recording**, a proven, reliable system for capturing, indexing, and retrieving customer/caller interactions in traditional, IP, and mixed telephony environments. With Impact 360, you can capture 100 percent of interactions and then easily search and replay them, regardless of where they were recorded in your enterprise. What's more, you can share these interactions throughout your business, providing insight into customer and staff behaviors to help drive decision making.

NOW YOU CAN:

- Implement a flexible solution for full-time compliance and sales verification recording — with the convenience and lower total cost of ownership of non-proprietary, open standards hardware.

- Capture 100 percent of customer/caller interactions in traditional, IP, and mixed telephony environments.

- Protect enterprise investments with the ability to migrate your recorder infrastructure from traditional TDM to IP.

- Ensure calls are being captured through multiple recording triggers, such as D-Channel, VOX, and CTI.

- Record contacts in their entirety, automatically, or on demand.

- Establish and quickly change contact recording parameters to reflect the evolving needs of your business.

- Tag interactions with valuable data for quick identification and reference.

- Identify trends and patterns within your recorded contacts to drive change.

- Use business rules to group calls to archive for different periods of time.

- Manage and configure recorders easily through a centralized Web interface.

IMPACT 360 COMPLIANCE RECORDING PROVIDES A WIDE RANGE OF FUNCTIONALITY:

• Centralized Archiving • Contact Tagging • Contact Visualization
• Speech Analytics • VoIP and TDM Voice Recording/Search and Replay

USE CAPTURED DATA TO IMPROVE YOUR OPERATIONS

Impact 360 Compliance Recording scales from a single seat to a distributed, multi-site enterprise system and regardless of system size, provides a centralized view into all contacts as well as a single point of administration. Because the recording platform supports multiple sites centrally, you avoid the complexity, expense, and administrative challenges of maintaining multiple systems.
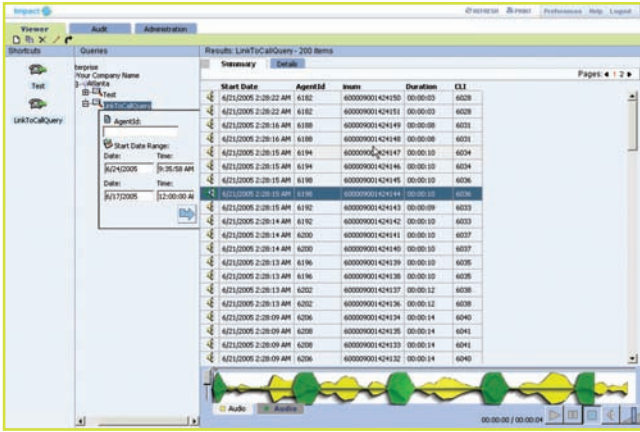
Impact 360 Compliance Recording enables you to search, retrieve, and replay captured contacts from anywhere within your enterprise.

Impact 360 Compliance Recording functionality includes:

Voice Recording – Impact 360 Compliance Recording runs on commercially available, non-proprietary components which lower your cost of ownership by requiring less hardware than competitive offerings. It also allows you to source and support the components yourself, instead of relying on single-source, proprietary systems providers.

Impact 360 Compliance Recording provides sophisticated, real-time control over recording and call indexing through computer telephony integration (CTI). In the event CTI is not available to control call recording, the solution also supports VOX and D-channel recording, ensuring that your calls are reliably captured and stored. Impact 360 can be configured to run in either of these modes or as a fall-back to CTI, based on your business requirements.

The Impact 360 Compliance Recording solution captures 100 percent of customer/caller interactions across traditional, IP, or mixed TDM/IP telephony environments. This means it fits easily into your current organizational infrastructure, offering you a higher return on investment.

IP Telephony Environments – Impact 360 in an IP telephony environment operates on and leverages the same common architecture as the enterprise recording solution for traditional telephony. If your company has not yet migrated to IP-based solutions, the open systems architecture enables you to use today's TDM hardware investment to support your IP recording in the future. As you evolve your telephony infrastructure, Impact 360 Compliance Recording is equipped to support both TDM and IP recording through the seamless coexistence of both. This system flexibility simplifies your transition from traditional TDM recording to IP-based recording.

In IP telephony environments, Impact 360 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 integration to IP phones, Impact 360 provides a recording user interface directly on the phone display, so you can simply press a button at any point during the call to capture and retain the contact from start to finish.

Interaction Tagging, Search, and Replay – Impact 360 Compliance Recording enables you to assign attributes, or "tags," to captured contacts for quick identification and retrieval. For example, you can add business information, such as account names, numbers, and product IDs. With this business information, authorized users across the enterprise can quickly and easily retrieve recorded interactions when they need them.

Impact 360 Compliance Recording gives you quick, easy access to captured contacts via the browser-based search and replay interface. It also gives you the option to replay over a telephone handset or 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.

Data Storage and Retrieval – Voice recordings and call detail records are stored together in a single, unified database. 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.

If government regulations require that you store your interactions for a longer period of time — 6 months, 2 years, or 7 years for example — the browser-based central archive manager will ensure you meet those requirements. You'll gain quick, easy access to those vital calls that have been moved to long-term storage based on criteria you've established. This provides additional reassurance that the most important calls are stored and protected in the event of liability exposure.

Contact Visualization – Impact 360 depicts volumes of captured interactions graphically, allowing you to quickly identify patterns and trends within your recorded contacts. A color-coding classification tags every contact, enabling you to search through, pinpoint, retrieve, and view contacts easily.

Speech Analytics – Impact 360 leverages leading-edge speech analytics, data-mining, and trend-mining capabilities for analyzing your customer interaction content. With these robust capabilities, you can extract key information from recorded calls by analyzing interactions for specific words and phrases, storing relevant details for in-depth analysis, and flagging interesting or unusual contacts for further assessment. Your management can gain much-needed insight from detailed analysis on opportunity and improvement areas, emerging trends and patterns, and the root causes that drive call volume.

Impact 360 Compliance Recording is part of the Impact 360 workforce optimization solution from Witness Systems. Only Impact 360 brings together workforce management, quality monitoring/full-time recording, e-learning, and performance management under a flexible, scalable framework that provides a single user interface and centralized administration. By unifying these components under one architecture, Impact 360 maximizes the information flow within your enterprise, while minimizing the complexity of system administration.

RECEIVE GUIDANCE FROM WORLD-CLASS CONSULTANTS

WITNESS **SERVICES** NETWORK

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 of all sizes, types, and industries from 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 services, you can be confident that Witness Systems services are delivered by professionals who understand business practices and operations — and care about your success.

Corporate &
Americas Headquarters
300 Colonial Center Parkway
Roswell, GA 30076
USA

Tel: + 1 770-754-1900
         1-888-3-WITNESS
Fax: + 1 770-754-1873

Americas West Coast Office
3979 Freedom Circle
Suite 500
Santa Clara, CA 95054
USA

Tel: + 1 408-830-5400
         1-877-257-6756
Fax: + 1 408-830-5411

European
Headquarters
Kings Court, Kingston Road
Leatherhead
Surrey KT22 7SL
United Kingdom

Tel: +44 (0) 1372 869 000
Fax: +44 (0) 1372 869 005

Asia Pacific
Headquarters
Room 1809-1818, 18/F
Shui On Centre
6-8 Harbour Road
Wan Chai, Hong Kong

Tel: +852 3198 6000
Fax: +852 3198 6100

Witness Systems also has offices in the following countries. Addresses, phone and fax numbers are listed on **www.witness.com**.

Australia   Brazil   Canada   Germany   India   Japan   Mexico   The Netherlands   Vietnam