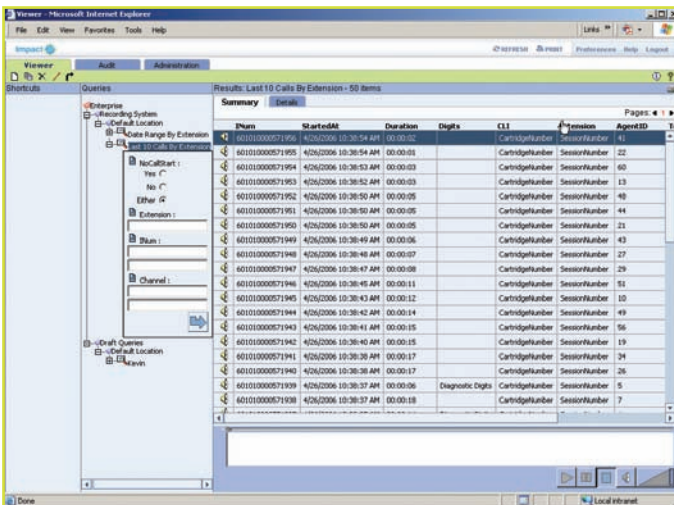


NOW YOU CAN:

- Implement a flexible recording solution for full-time compliance, sales verification, and quality monitoring in your IP telephony environment.
- Make the transition from traditional to IP telephony with a completely software-based recording system that coexists with your TDM recorder, enabling you to protect your legacy hardware investment.
- Record contacts in their entirety, automatically, or on demand.
- Tag interactions with valuable data for quick identification and reference.
- Categorize recordings and make them available to the appropriate people within your organization.
- Benefit from a flexible, scalable Web-based recording solution that provides users and administrators access from anywhere on the network.
- Lower your total cost of ownership through the use of non-proprietary, open standards hardware.



Impact 360 IP Recording allows you to easily tag, search, retrieve, and replay calls from anywhere on the network.

RECEIVE THE BENEFITS OF IP RECORDING

Is your enterprise making the transition from traditional time division multiplexing (TDM) systems to voice over Internet protocol (VoIP)? Smart move. VoIP reduces the cost, complexity, and administrative overhead associated with TDM systems while making virtual offices and globally distributed operations truly viable.

Even though you're using IP technology, you still face some of the same issues found in the traditional telephony environment. Compliance and risk mitigation remain critical. So is the need to maintain, store, and retrieve call information for verification, data mining, quality monitoring, dispute resolution, and business intelligence. Are you prepared?

Witness Systems can help. Our Impact 360™ IP Recording is a proven, reliable system for capturing, indexing, and retrieving customer/caller interactions in IP, traditional, and mixed telephony environments. It captures 100 percent of interactions and provides the robust, reliable performance your organization needs to meet its IP recording requirements.

GET THE FLEXIBILITY, SCALABILITY, AND PERFORMANCE YOU NEED

Highly flexible and scalable, Impact 360 IP Recording supports occasional recording on a single channel and around-the-clock recording in high-volume, multi-site environments with equal reliability and resiliency. Full integration with a wide range of VoIP systems (including Avaya, Cisco, and Nortel) and the new session-initiated protocol (SIP) enable it to capture additional information, such as call date, duration, call ID, and more, right out of the box.

As a software-only recording solution, Impact 360 IP Recording frees you from costly, proprietary recording hardware, wiring, and cabling, allowing you to record over your network while enjoying the benefit of simplified system administration and a lower cost of ownership. An intuitive recording interface allows you to record directly from your phone by pressing a button at any point during the call. The system captures the complete interaction, not just the portion from where you started recording, so no matter which way the conversation goes, you can capture it in its entirety. You can even pause calls and then resume recording to omit confidential information, such as security passwords.

RECORD AND SHARE CALLS EASILY

Impact 360 IP Recording captures calls in stereo with a wave pattern that shows who is speaking at any particular time. This enables you to graphically “see” into the call and rapidly identify areas of interest, such as periods of prolonged silence. Both sides of the conversation can be recorded and replayed separately, helping ensure clarity in conversations recorded in noisy environments, such as in public safety, emergency, or busy trading floor situations. To assist in coaching new staff, you can see which extensions are busy and initiate live monitoring to provide feedback on call handling.

What’s more, Impact 360 IP Recording allows you to “tag” calls using a list of call types (such as complaint calls) that you define. At any time during the interaction, you can tag it with one or more attributes for use in later searches. You can even set tags to automatically trigger recording of the entire call. This enables you to identify, for instance, upselling opportunities to ensure you maximize sales opportunities in the future.

You can easily export calls for review by managers and others who need to listen to them. Authorized users across the enterprise can use a standard Web browser to retrieve and replay calls using powerful search criteria. By providing actual customer feedback to the right people in your company, your organization can take action quickly to correct process or service glitches and gain a competitive edge. A wide range of storage options (including hard disk, SAN, NAS, and DVD) allows you to select what works best for your business.

BRIDGE THE GAP BETWEEN TRADITIONAL AND IP TELEPHONY

Because Impact 360 IP Recording works in traditional, IP, and mixed telephony environments, it’s particularly helpful to organizations that are making — or plan to make — the transition from TDM to IP telephony. The Impact 360 recording platform helps protect your investment in hardware by enabling you to migrate your recording infrastructure from one environment to the other, without the need for heavy reinvestment in costly hardware. What’s more, you can easily add other Impact 360 workforce optimization capabilities, such as quality monitoring, workforce management, performance management, and e-learning, enabling you to gain even greater insight into — and control over — customer satisfaction and agent performance in your center.

IMPACT 360 IP RECORDING: PART OF THE IMPACT 360 WORKFORCE OPTIMIZATION SOLUTION

Impact 360 IP Recording is part of the Impact 360 Workforce Optimization solution from Witness Systems. Impact 360 unifies quality monitoring, compliance and IP recording, workforce management, performance management, and e-learning under one architecture that provides a single user interface and centralized administration. 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



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 operations — and care about your success.



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