

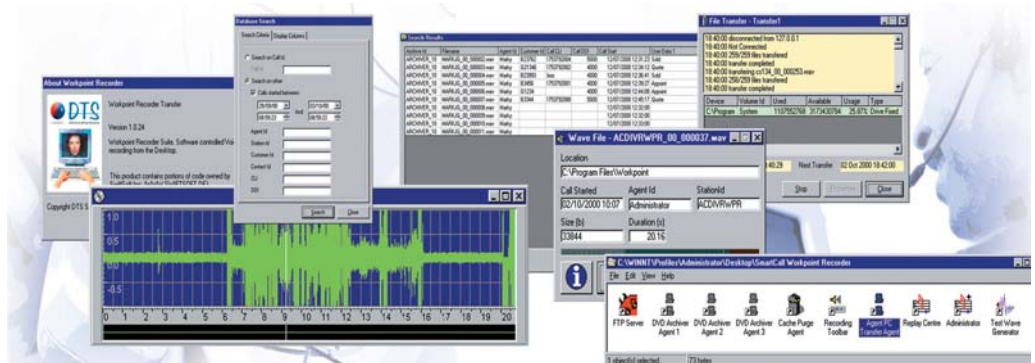


Knowledge Capture – Voice Archive

Features and Benefits

Knowledge Capture - Voice Archive

is specifically designed to meet the call recording needs of Call Centres.



KC – Voice Archive operates at both the agent workpoint to provide a unique level of control over transaction recording. This is achieved by allowing KC – Voice Archive recording commands to be automatically controlled by the desktop applications.

Each KC – Voice Archive Server supports up to 300 agents' positions for 24-hour operation. Voice Archive supports up to 2,400 hours of removable storage with Network notification of full media.

No longer do recordings have to include unimportant elements of the call. With Voice Archive, call recording can be turned on and off seamlessly ensuring that only vital information is stored. In addition, because KC – Voice Archive is integrated at the agent workpoint, the information associated with both the call and the recording (such as account number, call reason and call outcome) can be stored in the customer database. This will ensure that the exact location of a recording can be found quickly and efficiently.

Features

- Recording to any Windows supported format such as Wav, Vox or MP3
- Fully redundant or load balancing operation supporting multiple servers
- Resilient operation using local cache and automated recovery from network, server and database failures
- Supports multiple and simultaneous archive media
- On-line network cache of audio files
- Agent application control of: Start; Stop; Pause; Continue and Save
- Recording of related call data including: CLI; DDI; Agent ID; Customer ID; Contact ID; User Data;
- Date and Time
- Data saved to the corporate database or a Multi-Media archive solution (IBM's Content Manager and OnDemand)
- Comprehensive search and replay facilities
- Deploy agent recording with SmartCall™ Campaign Builder, stand-alone or as an ActiveX component

KC – Voice Archive has a host of features that are designed to enhance Call Centre performance, for example post transaction decision-making is fully supported. This feature allows calls to be fully recorded locally and only when the call outcome is known is the decision to store or delete made. Furthermore, the recording remains available during the Wrap Up period allowing the agents, if necessary, to play back the conversation to ensure accuracy.

Benefits

- Full control of recording including, for example, by campaign, by agent, by call outcome, or by customer
- Record every conversation and only save when required, for example, allowing telesales to pass audio files by E-mail to sales staff when an appointment is made
- Allows agents to replay conversations if required during Wrap Up
- A comprehensive solution that can grow from a few agents to many hundreds
- Announcement to the Agent of a key campaign or a call from a key customer

This remarkable level of control can be applied to outbound telemarketing and appointment-making, where all calls are recorded locally, but only those that result in appointments are retained. The recording along with the appointment details can then be E-mailed to the sales person, allowing them to listen first hand to the appointment qualification.

Product Specification

The e-ASL Voice Archive solution provides a comprehensive recording tool designed specifically for the Call Centre. A voice call may be recorded under the full control of the Agent's application. The details of the call and the audio segment are transferred to a database, network cache and to a Multi-Media archival solution such as IBM's Content Manager.

Voice Archive is designed to integrate with CTI, CRM and Agent Workflow applications allowing, for example, recorded calls to be associated directly with customer records.