



# IBM Content Manager and OnDemand Telephone Call Recording & Retrieval (Fixed Price Smooth Start Offering)



## Capture your companies telephone calls into IBM Content Manager or OnDemand from only £9,700

Many organisations face the dilemma of determining how and when it might be prudent to capture telephone calls. And, increasingly, those organisations, and the regulatory bodies that oversee their industries, are concluding that it could prove too expensive not to do anything.

e-ASL would like to introduce you to the IBM Content Manager and OnDemand Call Recording and Retrieval Smooth Start offering. An ideal way to kick start the inevitable process of capturing and managing your companies telephone conversations into your IBM central archive.

Some key areas your company maybe questioning:

- o Do industry regulators require your company to capture and keep telephone calls?
- o If so, do the regulators stipulate a minimum retention period for your companies voice data and records?
- o Is your company looking to consolidate existing telephone call recording into a solution that provides easier call retrievals?

**Included within this telephone call recording & retrieval smooth start offering:**

**Capturing & Recording** your companies telephone conversations.

**Indexing and Archiving** your companies recorded telephone calls into IBM Content Manager or OnDemand.

**Instant Access and Retrieval** of your captured telephone calls from your IBM Content Manager or OnDemand Solution. 'First time, every time'.

**The end to end components** including the hardware, software, and services required to capture, record, and retrieve the telephone conversations.

This end to end Call Recording & Retrieval Solution can grow from a few users to thousands of users. Just buy more users as required.

**Very Scaleable!**



**Telephone Call Recording & Retrieval**  
**First time, every time.**

**'Fixed Price' £9,700**

Plus Expenses - Quote Ref: CMCR01 -A

**No Hidden Costs!**



# IBM Content Manager and OnDemand Telephone Call Recording & Retrieval (Fixed Price Smooth Start Offering)



Advancements in telephone call recording and retrieval technology enables the easy and fast capture and retrieval of telephone calls, providing significantly improved real time customer service, query resolution, and reduced business costs.

- Telephone calls can be quickly captured and retrieved with your companies index business rules, such as by customer name, date, phone number, call comments, length of calls, company names etc into IBM Content Manager or OnDemand. Indexed Telephone conversations resolves a serious issue, no longer losing important telephone call files, improving audit readiness, and enables reduced staff costs relating to IT and Admin Retrieval Staff manually locating historic telephone call recordings.
- Companies can now partly or totally record telephone conversations, this can be done manually or automatically, capturing archiving and retrieving relevant parts of a call, providing significant cost savings from reduced storage, backup, and retrieval advancements.
- This e-ASL Call Recording & Retrieval Smooth Start offering provides a simple and easy 'future path' to move from old telephone call recording solutions.

**e-ASL provide a starter pack - end to end Telephone Call Recording and Retrieval Solution for the fixed price of £9,700**

**Included within this Smooth Start Fixed Price offering.**

**Software Components in the e-ASL fixed price:**

- 2 X – Telephone Call Recording Desktop Software,
- 1 X – KC Voice Call Recording Search & Replay,
- 1 X – Client Database that holds the index records for the calls

**Hardware Components in the e-ASL fixed price:**

- 2 X – KC Voice Call Recording Archive Desktop Kits,
- 1 X – Windows 2000 PC, that stores the index and recorded calls,

**Services Components in the e-ASL fixed price:**

e-ASL provide the end to end services required to deliver the telephone call recording and retrieval solution integrated to IBM Content Manager or OnDemand. Refer to the e-ASL Scope of Work for customer deliverables and completion criteria.

**Future Users! – Add More Users Easily**

Additional Call Capture and Retrieval users can be added from as little as £550 per additional user, just buy and add more users as needed.

At completion of the implementation e-ASL will invoice for the call recording and retrieval solution plus actual costs of expenses such as travel, accommodation, and per diem.

This smooth start offering is made with the understanding that Knowledge Capture will be integrated into your existing call centre and Content Manager or OnDemand system. This e-ASL smooth start offering delivers the call recording and retrieval modules and features that integrate your call centre with the IBM Content Management offering.