

Your customer interactions contain valuable insights about how your customers perceive your company and the products and services it offers. But with the multimedia explosion, how do you collect and make sense of the business intelligence contained in your telephone, e-mail and Web interactions to optimize your contact center's performance? Furthermore, how do you maintain and store this information?

The answer begins with a recording system that is able to reliably capture and store 100 percent of your customer interactions for the mining of business intelligence, as well as for sales verification and compliance purposes.

eQuality ContactStore

eQuality ContactStore enables you to capture and store customer voice and data interactions in either traditional or Internet protocol (IP) telephony environments. Its recording platform allows for 100 percent recording across multiple sites — avoiding the complexity and expense of maintaining multiple systems. In addition, it can scale from a single channel to many thousands. This solution allows for the transparent recording of customer interactions, as well as their location, retrieval and replay, across the enterprise.

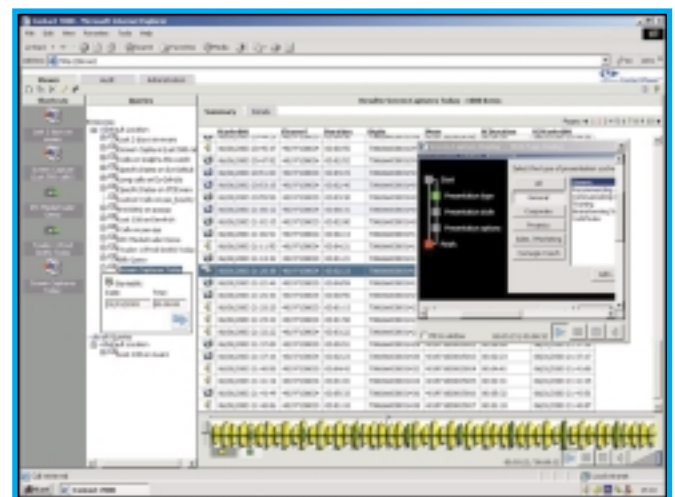
Recording Engines

eQuality ContactStore includes recording engines for traditional and IP telephony, as well as those for capturing Web and data interactions. The flexibility of the system ensures that the complete customer experience can be captured and analyzed, including the navigation of automatic systems, such as the interactive voice response unit (IVR), as well as human interactions with agents.

eQuality ContactStore holds all the data relating to a customer interaction in a single unified database. Voice recordings and call detail records are stored together, with the option of duplicating across removable archive media. There is no "stitching together" of different databases to recreate the original contact. As your customer contact processes become more complex, eQuality ContactStore's scalable architecture will grow with you; therefore, as the demands of your business develop and change, your investment in eQuality ContactStore as an enterprise solution remains secure.



eQuality ContactStore includes a true RAID-5 disk storage option. This provides high-capacity, high-speed storage combined with instant access and an exceptionally high level of resilience. Using RAID-5 configured disk array systems that incorporate dual power supplies and a hot-swappable hard disk, system downtime is minimized. With the eQuality ContactStore RAID option, there is no loss of recording in the event of disk failure and no downtime for disk replacement.



All voice interactions and related data for customer interactions are stored in a unified database for easy search and retrieval.

eQuality ContactStore gives you quick, easy access to recorded customer contacts. Whether recording is in progress or recently completed, eQuality ContactStore can replay instantly. eQuality ContactStore also supports multi-channel replay over a local area network (LAN), a wide area network (WAN) or via a telephone handset.

Through the system, you can replay contacts quickly and easily on a standard multimedia desktop PC, even when retrieving from archived tapes. Different users on the network can share the replay drive, giving you a convenient, easy-to-use method for reviewing the interactions you've recorded.

eQuality ContactStore is designed to accommodate changing business conditions by giving you complete control over the interactions you record. Recording parameters let you trigger recordings through rich computer telephony integration (CTI). It also gives you sophisticated real-time control over recording and call indexing, which means you can assign specific attributes or "tags" to contacts for quick and easy identification, such as account names and numbers.

The basic eQuality ContactStore unit is modular in design and you can network multiple units together, giving you a solution that can scale from eight to many thousands of channels. This architecture makes it easy to upgrade, expand and maintain your solution.

eQuality ContactStore Key Benefits

- **Full traditional or IP telephony and data recording solution.** Fits into your current organizational infrastructure offering you a higher return on investment (ROI)
- **Award-winning, robust platform.** A proven traditional voice recorder offering 100 percent recording in a reliable operation environment, which enables the synchronized retrieval of audio and screen data
- **Easy search and retrieval.** Assigns contact attributes or "tags" to interactions for easy identification and reference and holds all data related to a customer interaction in a unified database. Powerful search tools allow users to locate and replay contacts quickly and easily, no matter where they were recorded within the enterprise



It's your goal. It's our philosophy.

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