

Telephone Voice Capture and Archiving

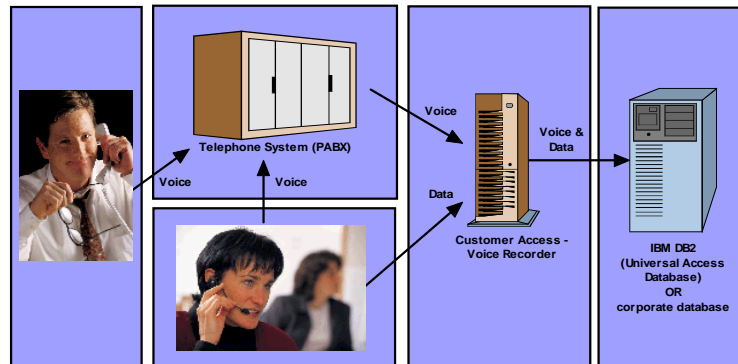
Archive and Retrieval of Telephone Conversations

Companies handle thousands of telephone conversations every day, many of which are of a legally sensitive nature or have a high financial value. Staff are constantly being asked to handle increased call volumes and yet to maintain a professional and courteous manner whilst all the time protecting the company's interests. The recording of these conversations for audit and training purposes has either been non-existent or inadequately indexed thus making retrieval inaccurate and time consuming.

Telephone Voice Capture and Archiving facilities should be transparent to the agent handling the call and also provide an accurate and efficient archive and retrieval mechanism. New Conversation Archive/ Retrieval technology from e-ASL Liaison and IBM can help drive this capability giving significant company/customer benefits whilst providing significant auditing and training possibilities.

The Solution

The advanced Customer Access Voice Recorder system from e-ASL Liaison integrated with IBM's 'Content Manager' gives customers the power to electronically store, retrieve, distribute any telephone conversation - exactly as it was originally heard by the customer and agent - within seconds. Right from your workstation.



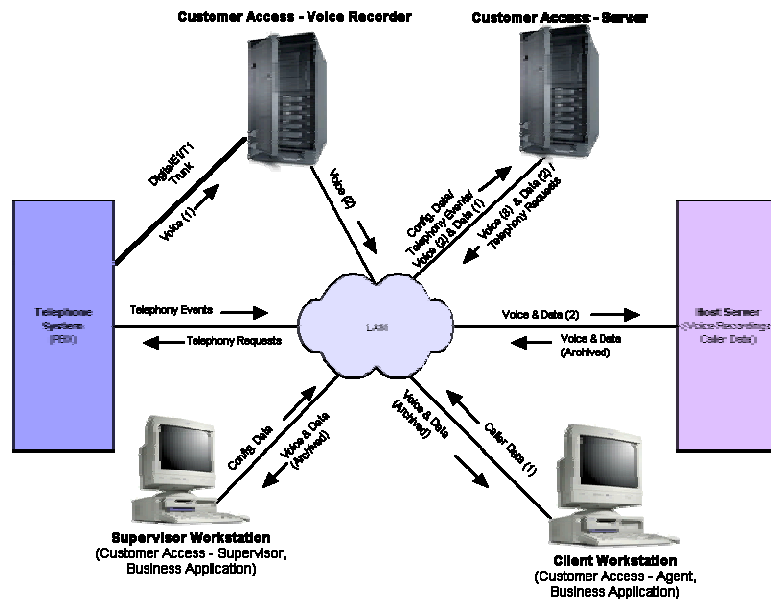
What is Customer Access – Voice Recorder?

Customer Access - Voice Recorder enables a Supervisor in a contact center, to define agents whose calls are to be recorded or for agents to generate an immediate voice recording of their current conversation. In order to guarantee a link between the recording and the caller a Customer Service Representative (CSR) on disconnecting from a call is presented with a small graphical window prompting them to enter the callers account number/policy number plus one of a selected number of call outcome reasons. Both the voice recording and associated call data is then passed to Content Manager making it available for retrieval based on various selection criteria such as date and time of call, receiving agents name, callers account number, call reasons or most likely a mixture of these various data elements. Users are able to retrieve Voice Recordings within seconds for play back through their standard PC workstation.

Customer Access - Architecture

Telephone Voice Capture and Archiving technology revolves around two key components, *Customer Access – Server* and *Customer Access – Voice Recorder*. These two components control the recording of conversations, the handling of calls, popping an agents screen and also packaging and encrypting the voice recording down to the compact MP3 format. These two components can be hosted on either a PC (Windows NT) or RS/6000 (AIX).

On the CSR's Workstation is *Customer Access – Agent* (Java based thus platform independent). The Agent application provides the CSR with a soft phone for any telephony requirements such as ACD logon/logoff, make call and disconnect whilst also providing a real time phone book of colleague's extensions and their current phone status. With regard to Voice Recording the Agent module provides a data entry point at the end of a call for the caller specific data such as Account Number.



Customer Access – Supervisor is also Java based and provides Supervisors within the contact center the tools to define which agents calls are to be recorded, the opening and closing times of the business thus enabling a closed message to be played to calls if appropriate.

The Benefits

- Undisputable recordings of actual caller conversations.
- Ability to use voice recordings for training purposes and at staff review meetings.
- Precise association between caller and voice recording through CSR entered data.
- Configurable interface to define agents whose calls are to be recorded OR agents ability to request an immediate call recording.
- Fast and simple retrieval of conversations based on numerous selection criteria.
- Voice recordings can be played back through a standard workstation PC.
- Conversations can be stored in a high clarity 'WAV' or a compact MP3 format.
- Ability to send voice recordings as email attachments.
- Secure and efficient storage of voice recordings within IBM's Content Manager.

To learn more about Voice Capture and Archiving

Email: Michael_Veenswyk@e-asl.com