



Cloud-based Call Recording & Analytics

The Hosted Call Recording Solution helps your business implement call recording for regulatory compliance or for corporate liability protection. With this solution, you can easily expand your customer intelligence by using analytics to quickly recognize customer trends and identify customer issues.

The easy-to-use interface provides comprehensive, yet easy-to-navigate search, playback, monitoring, alerting and reporting functions. The software is designed to scale from a single channel to thousands of concurrent channels, as well as centrally manage and store recordings across multiple sites.

Solution Benefits

Budget Friendly - With no additional hardware or software requirements, Hosted Call Recording fits neatly into your current business infrastructure at market competitive pricing

Easy Playback - Recordings are stored in standard MP3 format for easy playback on most digital media players

Pain-free Implementation - Seamless integration into your CRM and the ability to accommodate users at multiple locations make Evolve Hosted Call Recording the most flexible call recording solution on the market

User Friendly - The Hosted Call Recording's web-based interface to provide administrators with an enjoyable and stress-free program navigation experience

Proof of Compliance - A wide set of features assists with archiving, security, other compliance requirements

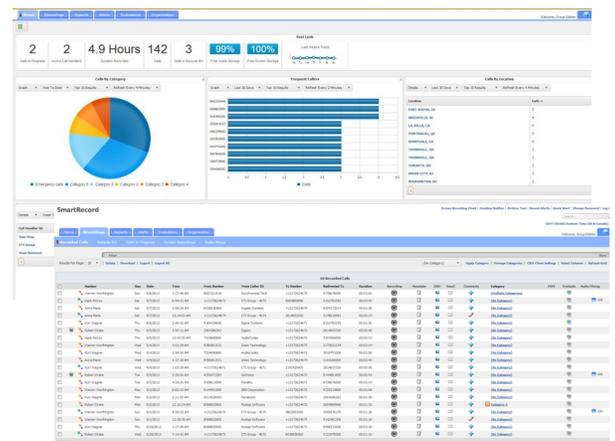
Quick Retrieval - Quickly and accurately download recorded calls from the hosted server to your system

Advanced Security - Administrators control permissions and access of calls

Improve Customer Experience - Discover inefficiencies in customer interactions

Key Features Push Your Business Efficiency into Overdrive

- **Speech Analytics** - Phonetic-based search function to improve your search, target particular groups of calls, and increase overall operational efficiency
- **Alerts and Notifications** - Set up your system to alert you when certain conditions are met so you can make necessary changes to policy or procedure
- **Comments and Annotations** - Insert a comment or marker at particular points of a call for future playback and searching
- **Auto-Categorization** - Set conditions in which you can have your calls automatically organized for you
- **Custom Recording** - Record as few or as many calls as you want
- **On-Demand Recording** - Choose to record, delete, annotate, or comment on a call at the push of a button





Key Business Drivers

Compliance

- Helps businesses meet PCI-DSS, ISO 9001, FSA, MiFID, Dodd Frank, HIPPA, SAS-70, and other regulations
- 256-BIT AES encrypted recordings
- MD5 digital fingerprint
- Strong password strength standards

Security and Protection

- Protection against litigation
- Record orders and customer instructions
- Capture evidence of abusive or malicious callers
- Record emergency calls
- Audit of user access to system and recordings

Increase Customer Satisfaction

- Monitor staff performance

Dispute Resolution

- Accurate record of customer instructions
- Add notes to the call in real time or on playback
- Forward recording via email
- Integration with CRM systems

Business Continuity

- Records SIP + RTP, SCCP, H.323, T1/E1, .PCM30/32, TDM and hybrid systems
- Centralize recorder database, UI and file store while supporting multi-site recording
- CRM integration with SugarCRM, Salesforce.com and others
- Web 2.0 and HTML 5 browser experience

Hosted Call Recording Product Suite

The Evolve Hosted Call Recording product suite is designed for customers with business requirements to record calls with three different service options:

- **Record It Now**
Ad-hoc, on-demand recording invoked by the end user on a call-by-call basis
- **SmartRecord**
As part of a business practice requiring the regular and persistent recording of calls to support their business process
- **SmartRecord Pro**
Recording calls as part of a contact center environment for quality monitoring, training, and coaching of call center agents

