

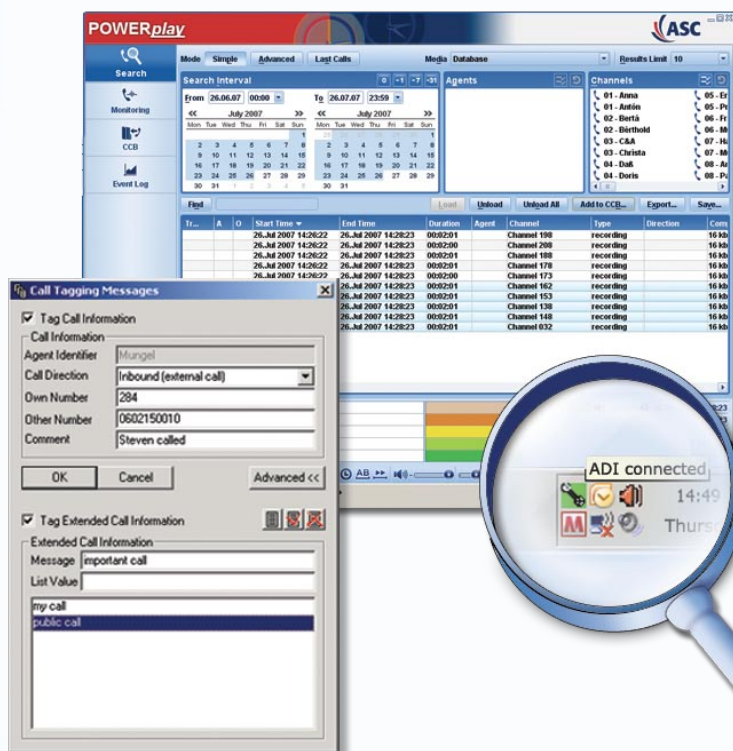
Enhanced Recording Control and Search Capabilities with Application Data Integration (ADI)

What ASC offers:

- Flexible solution with a highly detailed level of control over the information needed to be recorded and stored
- Precise and swift call retrieval
- Client desktop application accessed by the user by clicking on the ADI icon in the system tray
- Threat call recording by simply clicking an icon on the desktop

Application Data Integration...

- Tags call-index data to the recording
- Controls the start-and-stop function
- Supports free seating



Application Data Integration (ADI)

A powerful software solution, ASC's Application Data Integration (ADI), tags call-index data to the recording and controls the start-and-stop function of the recorder.

Easy retrieval of archived calls

A communication recording solution is only as good as its ability to retrieve the recorded calls. In busy environments, where thousands of calls are recorded and stored, the system must promptly verify and resolve disputes. In addition, specific categories, such as calls with a high sales value or related to a particular product, must be retrieved for quality monitoring, and training agents. By tagging data to relevant calls, ADI facilitates precise and swift call retrieval.

Full recording control

No two organizations are alike: thus, a solution must be configured to control the content and timing of recordings. ASC's ADI lets users exert precise control in these areas. The application may be configured in three main modes:



1.) Selective Recording

This configuration may be used to meet legal privacy requirements and protect personal information such as credit card numbers. This mode lets the agent start or stop the recording by simply clicking an icon on their desktop.

2.) Automatic Bulk Recording

In this configuration, all calls will be recorded automatically via the VOX signal control. Agents can mark calls to delete private calls.

3.) Threat Call Recording

This mode can be used for protection from threatening or abusive calls. By clicking an icon on the desktop, agents can record and store the entire interaction, if required. The status at the end of the call determines, if it will be recorded or deleted.

Search-and-Replay Applications

ASC offers multiple search-and-replay applications for MARATHON EVOLUTION and EVO^{ip}, its VoIP recording solution. INSTANT^{play} or INSTANT WEB^{play} provides immediate retrieval of the most recent calls by PC. By dialing a special number, immediate access to the last call may be obtained by phone from any location. POWER^{play} or WEB^{play} excel with flexible search criteria and other advanced functions. Customers may choose either the browser-based application, without the need for any additional software, or a Java-based client/server application to replay calls through a local network.

Free seating with Call Tagger

Hot desking has become an important capability for today's contact center. It refers to a „free seating“ environment where agents are not bound to a specific desk, and is vital for workload balancing, operational shifts and remote working. ASC's ADI Call Tagger automatically includes agent's Windows login information, regardless of their location. Agents log on to Windows once, and until they log off, all calls are marked with their identification. Recorded calls can then be swiftly retrieved by simply using the agent's Login ID as well as any other search criteria, such as date, time or dialled number. Call Tagger is uniquely cost-effective because it enables free seating without expensive CTI integration.

ADI Highlights

- A client desktop application accessed by clicking on an icon in the system tray;
- Full recording control: start, stop, mute, keep and delete;
- Support for free seating environments by tagging calls with the agent's Windows Login ID;
- Tagging with comments for subsequent analysis e.g. "cross-selling opportunity" or "to be reviewed by supervisor";
- Recorder status indicator (connected/disconnected);
- Keep/delete function in automatic bulk mode to avoid recording of private calls;
- Log file with status of each call (tagged/kept/discarded); and
- DHCP support for integration into existing networks.

Subject to change without notice. Please note that the maximum channel capacity is only valid under standard conditions. Depending on the usage, the complexity of a specific configuration, and the number and types of software applications installed, certain restrictions may apply. Please contact ASC for further information.

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