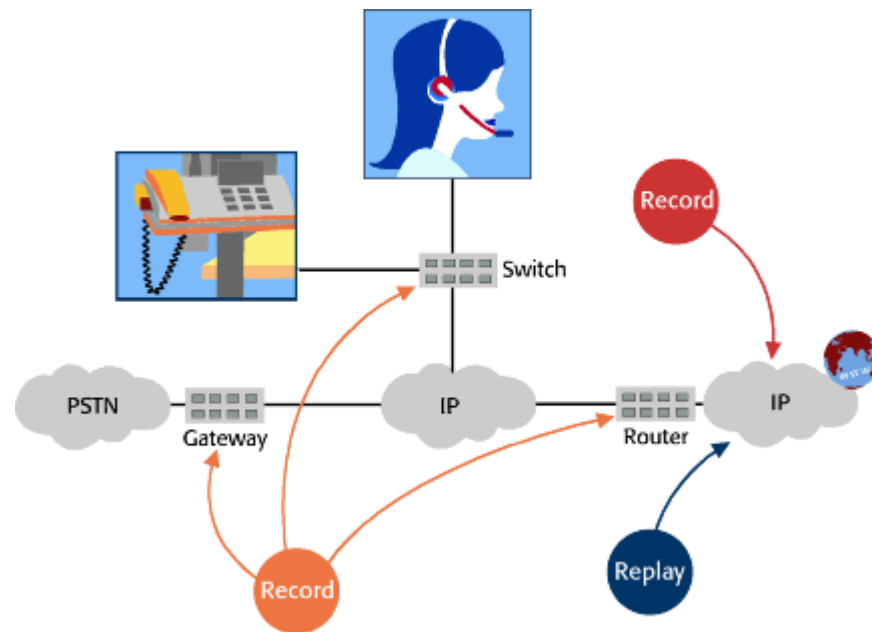
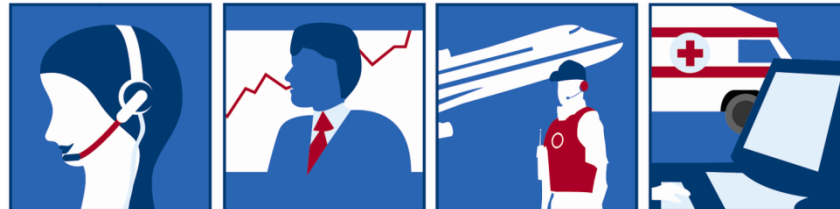


Cisco VoIP Recording with ASC's *EVOip*

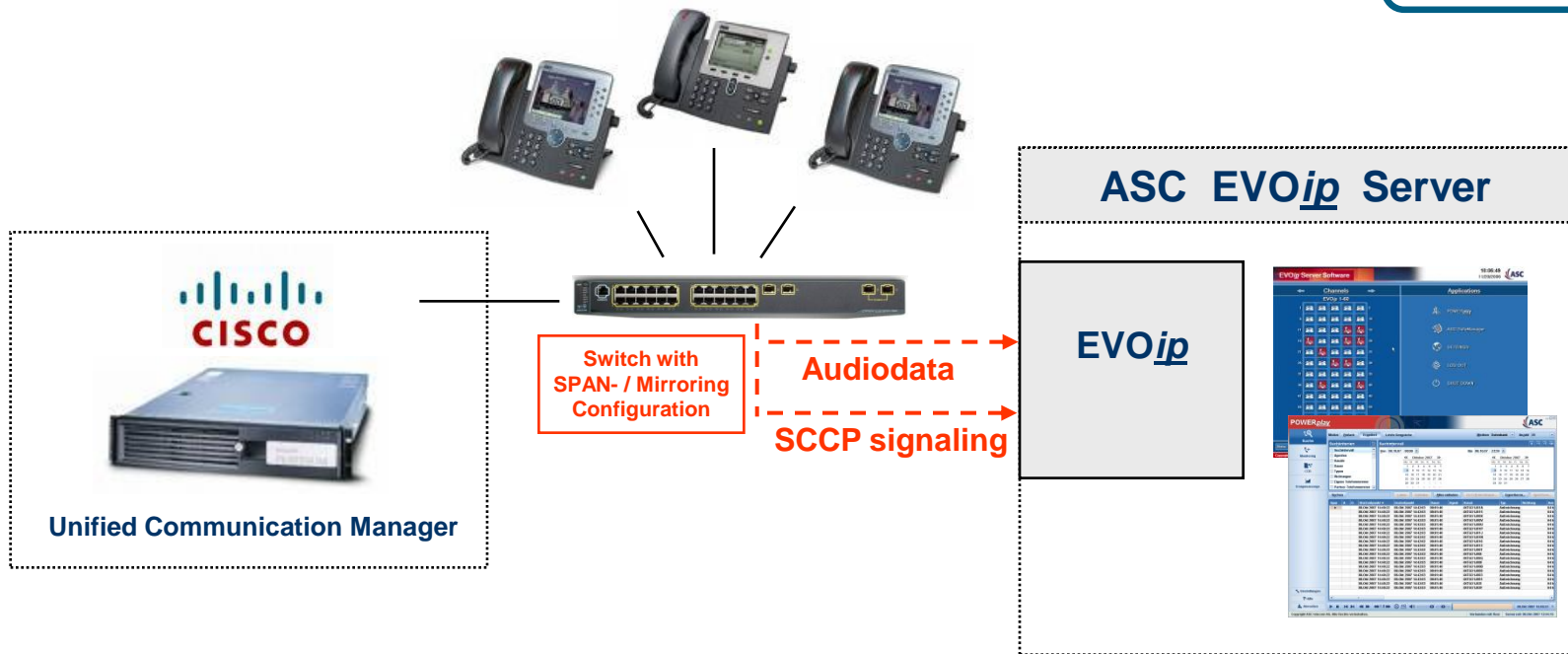


presented by
Harald Völker

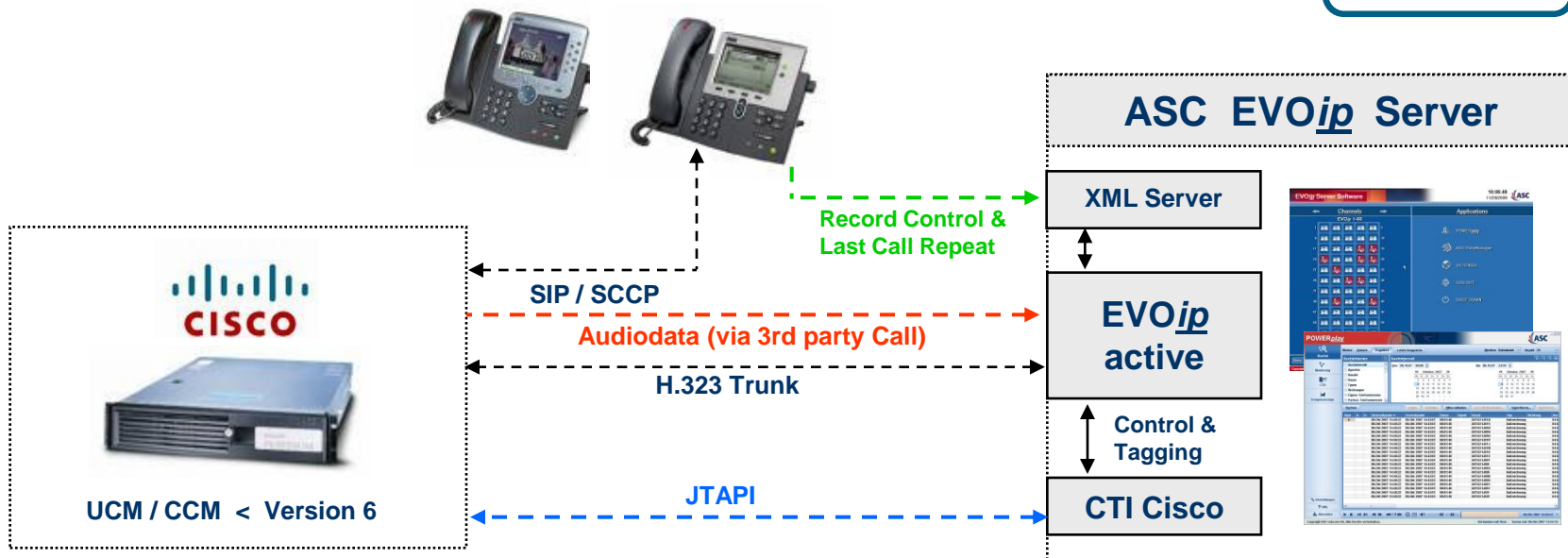
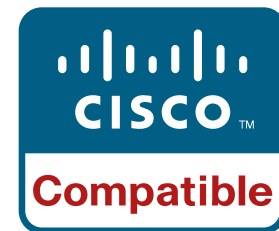
- 1) Introduction
- 2) EVO_{ip} Server Software
- 3) Vendor-specific Integrations
- 4) Inspiration



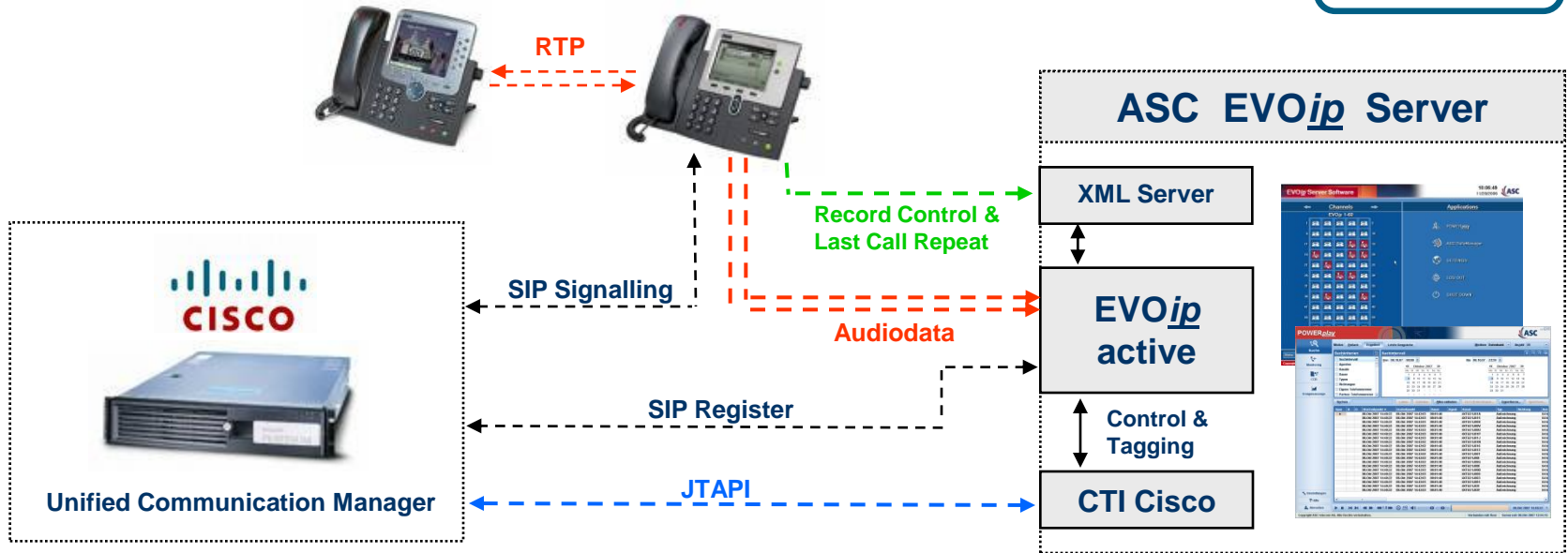
EVO_{ip}+ for Cisco with SCCP (Skinny)



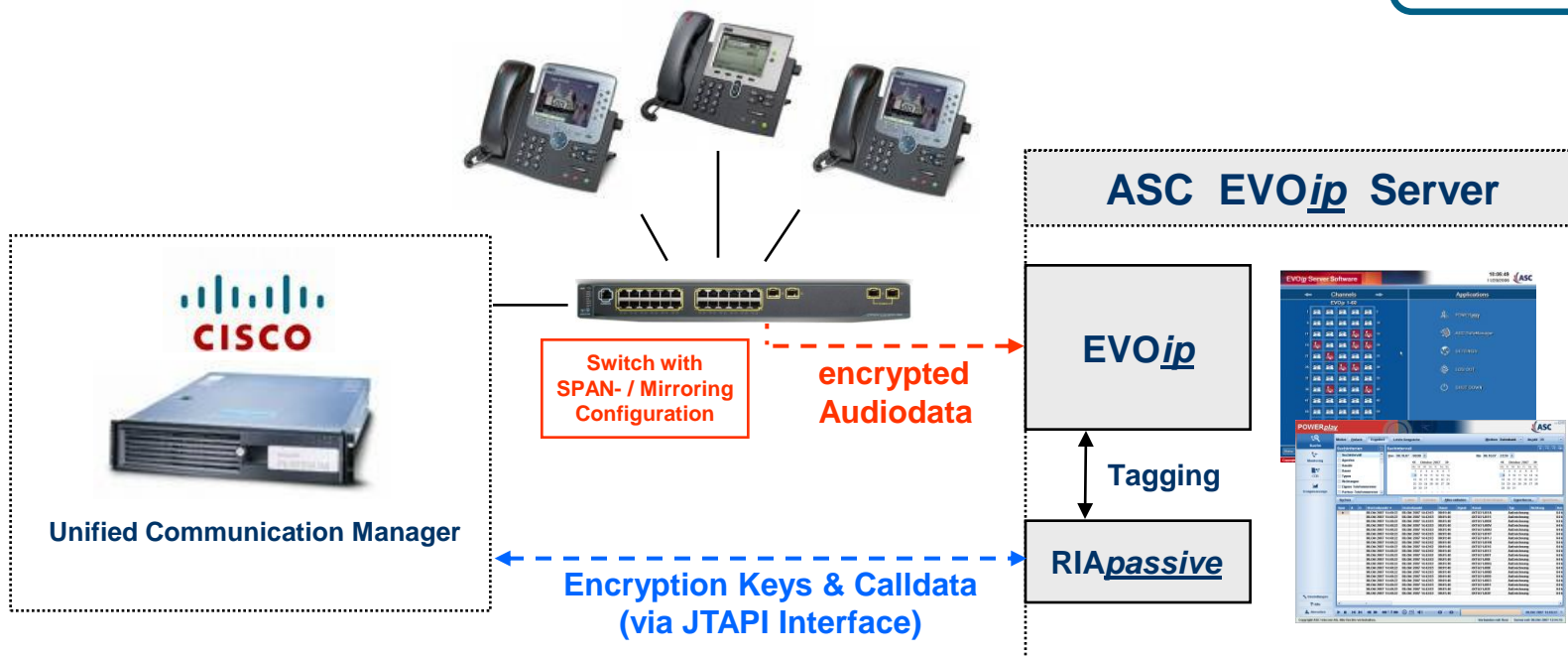
EVO_{ip} active for Cisco (Cisco Call Manager < 6.0)



EVO_{ip} active for Cisco (Cisco Call Manager ≥ 6.0)



EVO_{ip}+ for Cisco (encrypted)



- **Passive solutions for VoIP recording**
 - Sniffing not always possible / allowed
 - Unsuitable for distributed environments
 - Unable to record encrypted calls

- **Benefits of active solutions**
 - Recording through conferencing or stream routing
 - Works without sniffing, but additional bandwidth required
 - Central recording, ideal for distributed environments
 - Recording of encrypted calls

- Current integrations

- EVOip active for Cisco (Cisco Call Manager < 6.0)
- EVOip active for Cisco (Cisco Call Manager ≥ 6.0)
- EVOip+ for Cisco with SCCP (Skinny)
- EVOip+ for Cisco (encrypted)

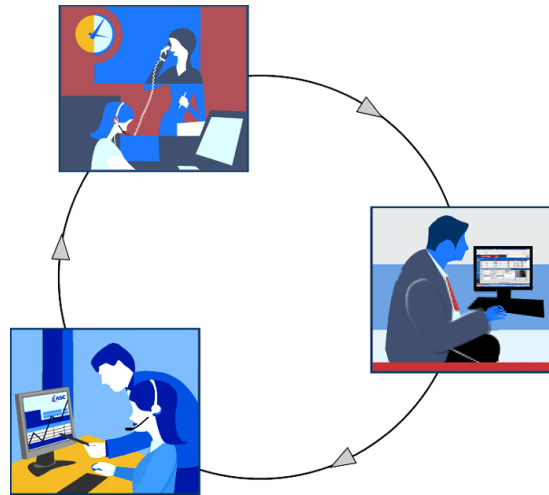
- Key benefits

- Recording of encrypted calls
- Uses latest Cisco lawful interception capabilities
- Mixed (active and passive) recording on one system
- Combines old (via 3-way conference) and new (via forking of media) methods



- Control recording or search-and-replay directly on the Cisco IP phone
 - Record on demand
Starts or stops recording by pressing a key
 - Keep/delete
Marks the current call for storage or deletion
 - Threat call recording
 - Last call repeat
Replays the last call
 - Tagging
Adds call-index data to each call (e.g. customer #)
 - Monitor call status
Shows if call is being recorded

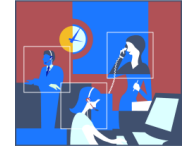




INSPIRATION

**Integrated Quality Management
in your Contact Center**

Contact Center managers require:



- Differentiation from competitors
- Customized software solutions
- Efficient IT integration
- Cost-effective human resources and technology

Contact Center customers require:



- High-quality and timely service
- Well-trained and competent agents

... and particularly:

Continued quality improvement!

- There are a lot of tools and capabilities:



Do you use them efficiently?





- This value may be increased dramatically.
- The subsequent quality management results become more significant and reliable...
- ...and all this at a lower cost.

Our Solution - INSPIRATION



INSPIRATION



Customized evaluation forms

Employee surveys

Feedback

Automatic customer survey

On-the-job training

Record planning

Quality monitoring & silent monitoring

Evaluation of communications

Training sessions with E-learning

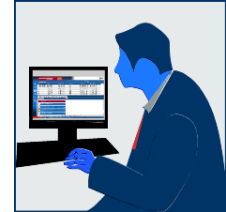
Analysis of the results and remedies

- Modular built-in solution
- User-friendly interface
- Genuine browser-based application
- Customized evaluation forms
- Comprehensive standard reports
- Easy search-and-replay
- Customer-specific data analytics
- Active agent involvement
- Advanced speech analytics
(Key Word Spotting / Transcription & Speech Mining)



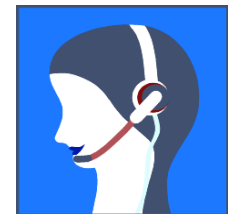
■ Trainers / Supervisors

- Selection of sessions for quality management
- More reliable results due to increased number of evaluations
- More objective and comparable results
- Set any time for session evaluation



■ Agents

- More effective training and coaching
- Motivation from learning process
- Career advancement through certification programs



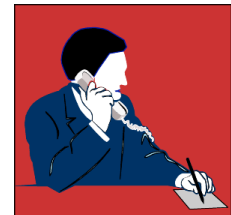
■ Enterprise

- Increased value of call center services by advisory competence
- Lower costs through more effective quality management
- More efficient training and superior agent education for higher customer satisfaction
- Real service level overview



■ Customer

- Optimal service
- Faster and more competent support





Thank you!



Questions?