

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

SONICVIEW

Record, Organize and Share

Call recording is a valuable tool to help businesses improve customer service, increase agent productivity and meet legal and training requirements. The need and hence the demand for call recording solutions has increased dramatically in recent years. TriVium Systems, a leader in call management and business productivity tools, offers SonicView as an affordable, innovative call recording solution to meet the needs of small and mid-size businesses.

SonicView is a real-time, flexible call recording tool, allowing agents the ability to annotate and tag calls for review if needed. Supervisors can easily search and review specific agent recordings. SonicView provides flexible mixed-mode (automatic and on-demand) recording options based on department or agent needs.

SonicView Highlights: SonicView Product Suite offers the most cost-effective fully digital solutions for SMBs. The solution can scale from single user/voice port for desktop to hundreds of ports with centralized server based solutions. The implementation is simple and reliable supporting digital and analog mixed systems.

With the modular components you can start small and grow the solution capabilities as your business demands.

• Fully Professional Call Recording

Record all calls including internal, interoffice and VoIP calls giving a true picture of daily activity for each agent.

• Intuitive User Interface

Access and Playback for call recordings - Quick search by agent, date/time, phone number, duration and many other parameters. Standard .WAV format and a more secure proprietary format with high compression ratio is also supported.

Manage recordings - Play recordings, add comments and share with others by email or export function.

Reporting - Graphical or tabular formats that can be viewed on demand by supervisors or can be exported to a variety of standard formats including pdf, Excel.

Agent Grading - The module allows supervisors to evaluate agent calls using flexible weighting techniques that can help score calls and improve agent performance.

• Advanced Features

Enhanced filters for recordings - By Caller, notes and more.

Bookmarks - Add special notes based on importance for training and review.

Slice recordings - Need only to focus on sections and send the relevant portions for review.

Speed Control - Very legible playback.

Enhanced Security - Windows security model, Tamper-proof recordings.

SonicView is the only recording solution in its class with enhanced file security and mixed-mode recording



SV Digital-16



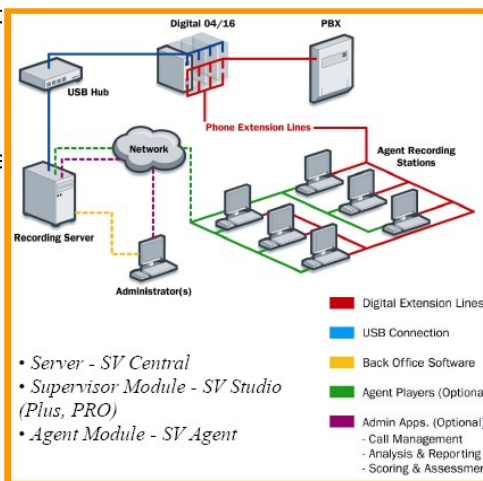
Digital-01

Quality Assurance - Recording calls ensures best practices and training.

Evidence of transactions - Important as proof for phone-based transactions.

Compliance Monitoring - Meet industry regulations.

Security - Record bomb threats and abusive calls.



SonicView Attributes

- **Tamper-proof recording security**
- **Annotate and flag recordings**
- **Email recordings**

SonicView Differentiators

- **Easy to install with on-call technical support and web training**
- **No hidden costs**
- **No pre-purchase site survey needed**
- **Supports most TDM and IP PBX's**
- **Ideal for Small, Medium and Multi-site businesses**
- **Supports Analog, Digital and IP Extensions**

To schedule a demo of **SonicView** or for more information, please contact an account manager at 877-439-9338 or email us at:

sales@triviumsys.com

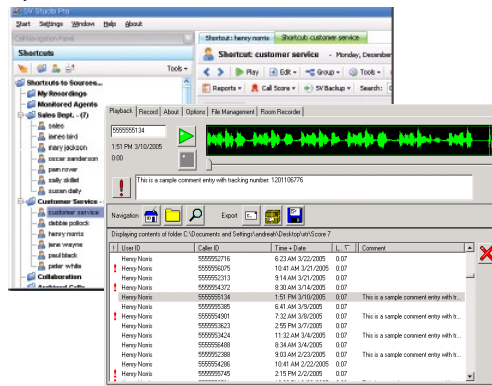
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SonicView Product Suite

Feature rich productivity tools in a familiar, easy to use MS Office style interface.

- **SV Central** - Software is installed on a PC/Server in the PBX room. Manages digital (04/16) and analog (02/04/08) recording hardware through USB port.
- **SV Studio (Plus, PRO)** - Sophisticated supervisor search and playback features; Scoring and agent evaluation.
- **SV Backup** - Auto archive and manage large volumes of recordings to and from various media.
- **SV Agent** - Agent desktop application with recording, search and playback capabilities.



TriVium's 'True Digital' technology maintains the same high quality recordings as your digital Telephone. Solutions are built on robust Microsoft .net framework and can handle large volumes of recordings. Simple drag 'n' drop feature allows you to create hotlists and quick access recording groups. One touch email/file conversion is very convenient. Easily apply filters to playback recordings and view reports.

SonicView is the only solution that can offer cost-effective fully digital single port recorders as an entry into call recording with the capability to expand to a larger system in incremental stages that are equally cost-effective. SonicView can record every type of call (inbound or outbound), irrespective of carrier, PBX or call direction.

SonicView puts you in control of quality assurance and liability recording related needs. Easy access to recorded files helps companies make the proper adjustments to increase sales success and improve customer service.

Call recording is used for many purposes in business such as:

- **Law & Insurance Offices** - Provide proof of calls for dispute resolution; Enhanced security to ensure recording file integrity.
- **Healthcare** - Health Insurance Portability and Accountability Act (HIPPA); Patient interactions with doctor's office; Proof of scheduling calls with registered providers.
- **Finance & Mortgage/Leasing offices** - Regulatory compliance and proof of transaction for brokers; Note authorizations to safeguard non-public information; Gramm-Leach-Bliley Act (GLB); Verification and proof of monetary transactions.
- **Customer Service & Emergency Call Centers** - Billing disputes - Proof of delivery dates and verbal agreements. Training tools to improve agent effectiveness - Quality assurance; Record conference calls.

• **Schools & Public Safety** - Threats and abusive calls can be recorded for immediate review and decision making for response personnel; CallerID and details of location within the premise can be identified; Teachers can dictate and post on classroom blog.

• **Call Centers** - Training of agents; Scoring and grading calls; Compare agent performance.

