



Compliance and risk management are daily concerns in today's contact center environment. For many organizations this requires that all customer interactions with the business be recorded to document financial transactions, maintain data for customer dispute resolution, or preserve records for litigation support. But with tens of thousands of daily calls across numerous call centers, it can be extremely difficult to manage and find recordings that are critical to the organization.

Compliance recording is not just critical in contact centers-it is critical for the entire business. Organizations rely on call recording solutions to not only monitor communications, but to secure sensitive information and retrieve data when it is needed. Autonomy etalk's Qfiniti™ Observe™ meets these important challenges with a reliable recording solution that incorporates advanced call acquisition tools needed for today's global, multi-site contact centers.

Through a single platform, Qfiniti Observe gives you the flexibility to deploy the recording option that fits your business needs. Qfiniti Observe can be deployed to satisfy diverse business requirements while supporting compliance, risk management, and quality assurance programs around the globe. Qfiniti's scalable, flexible, open architecture platform ensures that it can grow with your business, from 50 to 50,000 seats.

Qfiniti Observe:

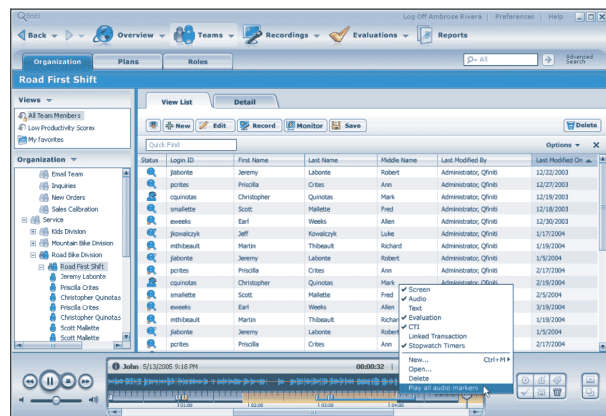
- Offers the industry's first integrated station-side, trunk-side, and selective recording technology managed from a single platform
- Provides secure and reliable total call recording, storage, and playback, enabling compliance with data security standards
- Supports call acquisition in traditional telephony, IP, or hybrid TDM/IP environments
- Incorporates advanced call mining functionality to easily find recordings across the enterprise for legal or business intelligence purposes
- Satisfies compliance and risk management requirements across financial, healthcare, insurance, legal, government, and telemarketing industries
- Supports quality assurance initiatives by providing the ability to use logged calls for agent monitoring, evaluation, and coaching

## Enterprise Recording

Autonomy etalk understands that every business has unique recording requirements that may differ across customer service sites. Qfiniti Observe offers flexible deployment configurations for logging or selective recording situations, thus reducing support costs and simplifying monitoring management.

Trunk Side Logging is available to capture a call from the customer's perspective. In this approach, recording taps are connected directly to the trunk lines leading to the switch. Station Side Logging can be used when an organization prefers to capture a call from the agent's point of view. In this approach, recording taps are attached to the extension lines from the switch. Selective Recording through service observation offers random or event-based recording for quality purposes. On Demand Recording can also be used for verification, contingency, or coaching.

- Trunk Side Logging
- Station-Side Logging
- Selective Recording
- On Demand Recording
- Screen Recording
- VoIP Recording



## Secure Storage and Playback

Autonomy etalk's recording solution captures and securely stores every interaction, ensuring your organization can safely manage all its recorded data. These security features help organizations comply with mandatory security regulations such as the Payment Card Industry Data Security Standards, HIPAA, and compliance deletion standards. Qfiniti offers:

- **Encryption** – ensures secure storage and transmission of recordings
- **User roles and permissions** – grants or restricts user access to recordings
- **Voice and screen masking** – blocks sensitive portions of recordings from unauthorized users
- **Audit trails** – provide documentation on system access and playback activity
- **Archiving and aging** – ensures old recordings are stored externally or deleted from the database after a predetermined time period

Autonomy etalk also delivers secure playback options, including an intuitive media-based player in the Qfiniti Desktop, Remote Audio Playback (RAP) for standard touch-tone phone playback and Web-based playback (WebRAP).

## Pinpointing the Right Call

For organizations that route customer calls across the globe, recording retrieval can be complicated and time-consuming, requiring searches within numerous archives and servers. The Qfiniti platform streamlines the process by providing a single interface and search tool to uncover recordings regardless of where they occurred. Using CTI data from the switch or CRM data attached through the optional EasyLink product, users can easily search for recordings based on customer data such as account number, social security number, or more.

With the addition of Qfiniti Explore™, every recorded voice transaction, as well as every element within those recordings, is easily searchable with unprecedented accuracy and speed. Explore automates data mining processes formerly performed manually to extend customer satisfaction initiatives beyond the contact center to the entire business.

## Enterprise Management

Qfiniti is easy to manage, whether you operate a single 25-seat call center or multiple contact centers with thousands of agents deployed across the globe. System management tools deliver a single console to monitor the status of servers, recording, and alarms. Centralized alarm monitoring continuously polls applications for critical activity conditions, such as disk space, port

failures or connectivity problems. In the event of a problem, system administrators are promptly notified through an alarm console, email, or SNMP Traps.

## Efficient Storage

To optimize disk storage space, Observe offers a variety of audio data compression options. Observe supports as many as 512 ports per server. Screen recordings are highly compressed, and archiving can be custom configured for SANs and other off-the shelf storage media.

## VoIP Connectivity

Observe features Voice over IP (VoIP) recording to major telephony providers, including Cisco, Nortel, Avaya, Genesys SIP and Altitude vBox. Qfiniti employs both packet sniffing and API integration, where supported, to offer maximum flexibility in any contact center environment. Screen recordings are synchronized with VoIP recorded calls for simultaneous playback.

## Open-Architecture

Observe can be deployed on industry leading servers, such as HP, Dell, and IBM. It also interfaces with the major ACDs and dialers, including Avaya, Nortel, Aspect, Rockwell, Concerto, Alcatel, Cisco, Siemens, NEC, Ericsson, Mitel, and more.

## Part of the Qfiniti Enterprise Solution

Qfiniti Enterprise delivers a unified, centrally managed platform for multi-channel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables businesses to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

### Qfiniti Observe

- Call and desktop recording for quality/compliance

### Qfiniti Explore

- Automated customer communication analysis

### Qfiniti Assist

- Automatic information assistance

### Qfiniti Survey

- Integrated customer satisfaction survey

### Qfiniti Advise

- Scoring and measurement for evaluation

### Qfiniti Expert

- On-line agent coaching and training



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