

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.



SonicView Digital Station-side **Recording** provides a cost-effective, - Selective Rules Based Recording yet sophisticated means to record digital phones. The solution provides - On-demand Recording an easy and flexible way to Record, Organize and Share calls on your digital phones.

SonicView is built using the latest application architecture and provides state of the art User Interface to improve ease-of-use and enhance the user experience.

The solution can be installed in a few simple steps on standard PC hardware and customers can see immediate results - no more of those long and expensive installs.

The fully web based solution helps seamless access from wherever you are. Document and share transactions with great ease helping you focus on your business efficiency and greater business productivity.

Record. Organize. Share

- Tagging and Flagging of calls
- Extensive Search & Playback based on Call Direction, Caller ID, DID, Extension, Date & Time, Duration, Flags, Notes etc.
- Embedded player control
- One click Emailing of recording links or files
- Exporting recording to pdf
- On-demand charting
- Flexible backup / restore options
- Simple, easy-to-use Supervisor and Agent Dashboards
- Light-weight Agent Access module



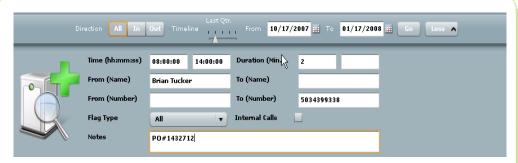
SonicView Supervisor console that provides a single access point for the Supervisors to access and review recordings.

Benefits

- Easy to install, configure & manage
- Simple & intuitive browser baser interface
- Scalable & Robust
- Flexible Recording rules
- On-Demand Recording capabilities
- Powerful User and System management features
- High quality recording at high compression rate
- Centralize recordings from multiple PBX / locations

Applications

- Compliance
- Quality Assurance
- Verification
- Security
- Proof of Call
- Training



Search Filters

MODULES

SonicView Hardware

SonicView hardware comes in 4 port and 16 port variants and provides a USB output to SoniView Server that would record and store the calls. The hardware supports digital extensions ODR is a client application that will on most of the PBX's in the market.

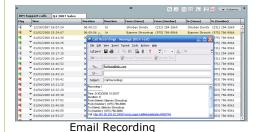
SonicView Server

Software solution that needs to be installed on a dedicated PC to record and store calls.

The server provides a web based interface for IT Managers to manage the system. The Management application includes flexible Recording Profile Management, User Management and Data Management.

Supervisor Console

Browser based console that lets the Supervisors access agents call recordings using an extensive search filters. The console is a dashboard that provides every information in one page.

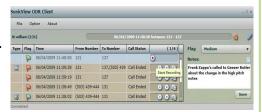


Agent Console

Browser based access for individual agents to access their recordings.

On-Demand Recording (ODR)

enable users to start and stop recording during the calls. ODR provides enhanced capabilities to start recording calls from the beginning of the conversation irrespective of when the start button was clicked. The ODR client also provides tools to annotate and flag calls that are being recorded.



ODR Client

TriVium's SonicView Digital station side Recording is a comprehensive and cost-effective solution for recording digital phones. Ease of installation and management and simple and intuitive application interface ensures low total cost of ownership on the product. With an attractive pricing model, the solution becomes a perfect fit for small and medium businesses.



Customers

- Schools & Universities
- Public Safety
- Government Offices
- Call Centers
- Hospitals & Clinics
- Financial Institutions
- Insurance Firms
- Retail
- Auto Dealerships
- Hospitality
- Lawyers Offices
- General Businesses

Ask for a Demo!

To schedule a demo of SonicView Digital station side **Recording,** or for more information, please contact an account manager at 877-439-9338 or email us at: sales@triviumsys.com

Visit us on the web at: www.triviumsys.com

