



SonicView Digital Station-side

Recording provides a cost-effective, yet sophisticated means to record digital phones. The solution provides 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

- Selective Rules Based Recording
- On-demand Recording
- 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



Flag	Time	Duration	Direction	From (Name)	From (Number)	To (Name)	To (Number)
	01/02/2008 15:29:07	00:00:06	In	Bjarnes Stroustrup	(975) 786-8866	Bjarnes Stroustrup	(975) 786-8866
	01/02/2008 15:41:28	00:00:27	In	Vanessa Tong	(503) 876-3453	Bjarnes Stroustrup	(975) 786-8866
	01/02/2008 16:04:25	00:00:19	In	Vanessa Tong	(503) 876-3453	Bjarnes Stroustrup	(975) 786-8866
	01/02/2008 18:39:41	00:02:21	In	Brian Tuck	(231) 786-5569	Brian Tuck	(231) 786-5569
	01/02/2008 20:15:31	00:00:03	In	Shioban Dendy	(231) 254-1869	Brian Tuck	(231) 786-5569
	01/02/2008 20:17:15	00:00:02	In	Shioban Dendy	(231) 254-1869	Shioban Dendy	(231) 254-1869
	01/02/2008 20:16:47	00:00:18	In	Shioban Dendy	(231) 254-1869	Shioban Dendy	(231) 254-1869
	01/03/2008 16:46:52	00:00:31	In	Vanessa Tong	(503) 876-3453	Bernadine Tucci	(971) 786-8864
	01/03/2008 16:48:12	00:00:12	In	Thandie Newton	(555) 654-1575	Vanessa Tong	(503) 786-8864
	01/03/2008 16:49:13	00:01:27	In	Vanessa Tong	(503) 876-3453	Bernadine Tucci	(971) 786-8864
	01/03/2008 17:55:42	00:00:13	In	Thandie Newton	(555) 654-1575	Vanessa Tong	(503) 786-8864

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 based 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



Direction **All** In Out Timeline Last Qtr. From **10/17/2007** To **01/17/2008** Go Less

Time (hh:mm:ss) **08:00:00** **14:00:00** Duration (Min) **2**

From (Name) **Brian Tucker** To (Name)

From (Number) To (Number) **5034399338**

Flag Type **All** Internal Calls

Notes **PO# 1432712**

Search Filters

MODULES

SonicView Hardware

SonicView hardware comes in 4 port and 16 port variants and provides a USB output to SonicView Server that would record and store the calls. The hardware supports digital extensions 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.

Time	Duration	From (Name)	From (Number)	To (Name)	To (Number)
01/02/2008 15:29:07	00:00:23	Shoban Ghady	(213) 254-1569	Shoban Ghady	(213) 254-1569
01/02/2008 15:29:07	00:00:26	Bryan Stroup	(971) 786-8866	Bryan Stroup	(971) 786-8866
01/02/2008 15:41:58		Call Recording			
01/02/2008 16:04:28		Call Recording			
01/02/2008 20:15:31		Call Recording			
01/02/2008 20:15:35		Call Recording			
01/02/2008 20:14:47		Call Recording			
01/02/2008 16:46:52		Call Recording			
01/02/2008 16:46:12		Call Recording			
01/02/2008 16:46:13		Call Recording			
01/02/2008 17:55:42		Call Recording			
01/04/2008 10:21:28		Call Recording			
01/04/2008 10:22:20		Call Recording			
01/04/2008 10:25:20		Call Recording			
01/04/2008 10:37:12		Call Recording			
01/04/2008 10:40:08		Call Recording			
01/04/2008 10:46:05		Call Recording			
01/04/2008 10:53:27		Call Recording			

Email Recording

Agent Console

Browser based access for individual agents to access their recordings.

On-Demand Recording (ODR)

ODR is a client application that will 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.

Type	Flag	Time	From Number	To Number	Call Status	Flag
		06/04/2009 11:40:50	131	137	Call Ended	
		06/04/2009 11:39:38	131	137,(503) 439	Call Ended	
		06/04/2009 11:39:19	131	137	Call Ended	
		06/04/2009 11:38:49	(503) 439-444	131	Call Ended	
		06/04/2009 11:38:02	(503) 439-444	131	Call Ended	

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

