

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

SonicView

SonicView IP Recording provides

a cost-effective, yet sophisticated means to record IP phones. The solution provides an easy and flexible way to Record, Organize and Share calls on your IP 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 - One click Emailing of recording 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 - Light-weight Agent Access 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
- links or files
- Exporting recording to pdf
- On-demand charting
- Flexible backup / restore options
- Simple, easy-to-use Supervisor and Agent Dashboards
- module

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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
- Software-only application
- Scalable & Robust
- Records Remote IP stations
- 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

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Search Filters

MODULES

SonicView IP Server

Software solution that needs to be installed on a dedicated PC to record and store calls. This recording server will be connected to a Managed Data Switch that can do PBX port mirroring.

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



Graphs and charts

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.

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Email Recording

On-Demand Recording (ODR)

ODR is a client application that will enable users to start and stop recording during the calls. The ODR client also provides tools to annotate and flag calls that are being recorded.

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ODR Client

TriVium's SonicView IP

Recording is a comprehensive and cost-effective recording solution for IP PBX's. 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.

SonicYiew

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 IP 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

