



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 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

Benefits

- Easy to install, configure & manage
- Simple & intuitive browser based 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



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

00:53 / 02:21 Agent Name: Brian Tuck Start Time: 01/02/2008 18:39:41 Extension: (231) 786-5569 Direction: In

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



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



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 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.

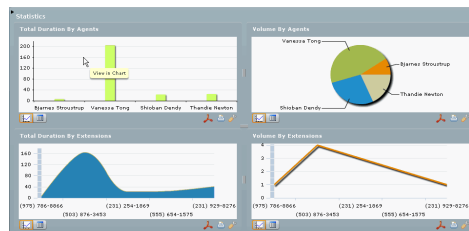
The server also provides a web based interface for IT Managers to manage the system. The Management application includes Recording Profile Management, User Management and Data Management.

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.

ODR Client



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.

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.