Integrated Call Recording & Reporting for Collection Agencies & Law Firms

TriVium
Call Recording & Reporting Solutions

SonicView™

Win and Retain Clients!

SonicView™ Call Recording & Reporting - the *Only* Application that is Integrated with Your Collection Software and Dialer.

Now more than ever, your clients are increasing their demands and expectations due to strict industry regulations and compliance requirements. **SonicView™ Call Recording and Reporting** is the only solution in the marketplace that is integrated with your collection software and dialer. As a collections manager or supervisor, you can:

Track Calls Based on Client ID or Debtor File Number. With the SonicView to collection software interface you can easily track calls based on Client ID or Debtor File Number, Forwarder Number, Call Result, etc. This makes it possible to pull up any call recording, to or from a specific debtor and then playback call recordings directly within the collection software. Managers can then sort and consolidate client call recordings for clients and playback, analysis and use them for reporting purposes.

Easily Create a Variety of Client Reports and Provide Recordings Needed with the Click of a Button. Run reports on FDCPA violations based on the time of calls (for the debtor) before 8am or after 9pm; run reports based on status codes that come from your collections software.

See How the Integration Process Improves Efficiency. More search filters mean it is a lot easier to find the call recordings that are being searched; recordings pertaining to a specific client during audit processes can easily be located; recordings pertaining to a debtor file when a complaint arises can also be easily located.

The Power & Convenience of a Well-Integrated Solution

- SonicView is the only call recording and reporting software integrated with collection software and dialers
- Records all calls – including dialer calls
- Works with all phone systems
- Provides enhanced search and replay capabilities based on Client ID Number, Forwarder ID Number , Debtor Number, Date/Time, Extension, Caller ID and Dialed Number
- Selective or full-time recording
- Easy access of click-to-play from reports
- Email and screen-pop notifications when collectors make calls before 8am or after 9pm
- Advanced notifications to comply with FDCPA & TCPA guidelines
- Detailed call activity reporting
- Automated report delivery via email, FTP or print

www.collections-callrecording.com

.**What Used to Take Hours Can Now Be Done in Just Minutes!**

Reports & Report Automation

With SonicView, users have the ability to generate a variety of reports, giving them direct insight into the productivity of their organization. These reports can be created ad-hoc or automated and sent out as email attachments. Reports have embedded links to recordings as well, which is a great way to share recordings within the organization and use as a training and coaching tool to enhance overall agent productivity.
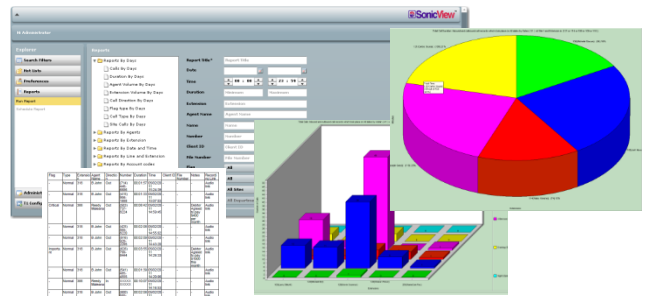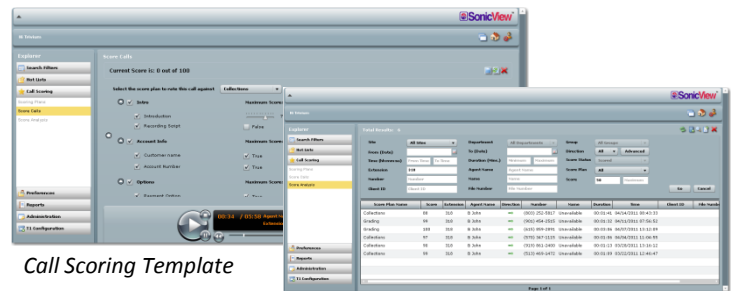
Call Scoring, Evaluation & Analysis

With the Call Scoring and Agent Evaluation module, supervisors can create various templates with weighted questions to evaluate agent calls. These templates can be based on the department that is being evaluated (I.e., training, compliance, sales, support) or on specific client requirements. Once templates are created, supervisors have the ability to rate the agent's performance while listening to the call. The evaluation reports can then be used for training purposes and also as a means of measuring the agent's productivity.

Agent Studio & On-Demand Recording

SonicView allows agents to access their own recordings from Agent Studio, which is a browser-based interface. Agent Studio can be enhanced with an On-Demand Recording module that allows agents to pause and resume recording calls on-demand to take credit card payments per PCI /DSS compliance regulations.

Screen Capture

TriVium's Screen Capture option enables an agent's desktop activity to be recorded at the same time the call is being recorded. Watching the screen activity while reviewing the voice conversation allows the supervisor to determine the productivity levels of the agent and the training needs. The playback of the screen recording is done by SonicView and is synchronized with the playback of the call recording.

Speech Analytics
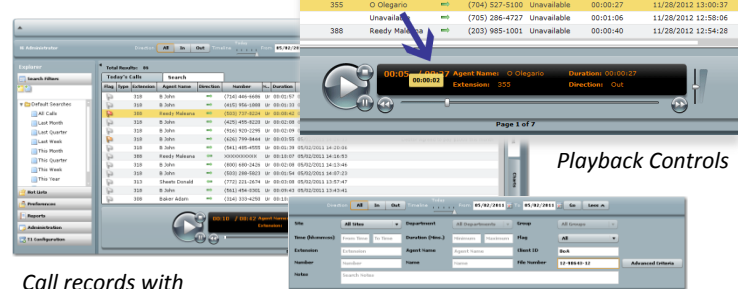
Speech Analytics enable organizations to identify words and phrases within their audio data to gain valuable intelligence. Users of this solution benefit from improved productivity, rapid response to customer interaction trends, strict adherence to best practices and policies and regulations by all parties involved. This includes reliability and peace of mind for users.

As volumes of call recordings increase, organizations need a reliable method to identify specific information within their call recording database. They also need a fast, accurate and flexible means to retrieve individual recordings or identify the ones that have a defined set of words or phrases to meet a growing range of business needs including compliance, security and business intelligence.

Administration & User Management

SonicView allows all administration to be done using its browser-based interface. There are also a variety of settings and priorities that can be done, based on the nature of the business. Administration also allows data management in terms of archival and retrieval. User Management capabilities allow different levels of access based on predefined rights.

SonicView integrates with many different third-party applications. Contact a TriVium Systems representative for more details.

Reports & Report Automation

Create a variety of reports including PDFs and graphs

Call Scoring, Evaluation & Analysis

Call Scoring Template

Score Analysis

Screen Capture

Call recordings and screens are captured and synchronized for a 360-degree view of the call floor activity

Search & Replay

Playback Controls

Call records with playback controls

Search Filter

TriVium
Call Recording & Reporting Solutions

collections-callrecording.com

Request a Demo

To schedule a demonstration of SonicView, contact us:
Tel: (503) 439-9338
Email: sales@triviumsys.com