

Does Your Call Recording Software

leave you with more questions than answers?

Oh no! I have to download the hosted dialer recordings since they keep the data for only 60 days. Why doesn't our system retain the information longer?

Wait a second... the call I am looking for... was that a dialer call or an inbound call? Where do I look for it now?!

Are these recordings secure and tamper-proof?

Huh?! The recordings of dialer calls are showing up as one long 2- hour call – how do I get to the call I want?!

I have to send 10 sample recordings to my client today. How do I access the recordings pertaining to this client on my recording system?

Here is a file escalation. How do I look for all of the call recordings concerning this debtor file?

I know we are recording our dialer calls; but I don't see our inbound calls and manual outbound calls. Where are they?

I have to manage a separate spreadsheet of collectors' call scores and ensure the scores are linked to the right call. Isn't there an easier way to do this?

My collectors were recording credit card information, which violates PCI compliance! How do I get this recording system to stop recording when taking credit card information over the phone?!

If your current call recording's performance is less than stellar, it's time to look to SonicView™ Call Recording and Reporting software. Created specifically for collection agencies and law firms, SonicView delivers the functionality you need to streamline productivity, lower your overhead costs and effectively train your collectors.

Get the Answers You Need and the Quality You Want with SonicView Call Recording & Reporting.



www.collections-callrecording.com

Call Us Today! (503) 439-9338

SonicView™ Call Recording & Reporting for the Collections Industry

SonicView™ Call Recording & Reporting has been specifically designed for collection agencies and law firms, helping organizations of all sizes add this application to their existing telephone and network infrastructure. Unlike most other call recording software, SonicView provides various integrations specific to the ARM market to maximize the value of call recording, make the business more productive and let collection managers do what they are good at! This includes integrating with the collection software as well as the automated dialers – premised-based or hosted.

Collection Software Integration

SonicView integrates with most collection software vendors in the marketplace, giving users the ability to search for recordings based on Client ID or Debtor File number.

The screenshot shows the SonicView search interface. At the top, there are filters for Direction (All, In, Out), Timeline (Today), and date ranges (From 05/02/2011 to 05/02/2011). Below these are various search criteria: Site (All Sites), Department (All Departments), Group, Time (From Time, To Time), Duration (Minimum, Maximum), Flag, Extension, Agent Name, Client ID (Bo A), Number, Name, File Number (12-98643-12), and Notes (Search Notes). Two yellow callout boxes highlight the search capabilities: one pointing to the Client ID field with the text "Search call recordings by the Client ID ..." and another pointing to the File Number field with the text "...or the File Number".

Users can also create a report of all calls based on these particular Client ID or Debtor File numbers, as shown below. These reports can be automated to be delivered as emails at a set frequency. The report also has embedded links to recordings.

The screenshot shows the SonicView report interface. At the top, there is a title "Calls By Client ID". Below this is a table with columns: EXTENSION, DIRECTION, NAME, NUMBER, CALL START TIME, DURATION, FILE NUMBER, and LINK. The table is filtered by "CLIENT ID : 12345". There are four rows of data. A yellow callout box points to the "CLIENT ID : 12345" filter with the text "Report based on Client ID". Another yellow callout box points to the "LINK" column with the text "Link to play recording".

EXTENSION	DIRECTION	NAME	NUMBER	CALL START TIME	DURATION	FILE NUMBER	LINK
CLIENT ID : 12345							
315	Out	Unavailable	(800) 300-9000	02/15/2012 11:40:57	00:01:08		Play
308	Out	Unavailable	(866) 475-3400	02/15/2012 12:07:11	00:01:45		Play
389	Out	Unavailable	(519) 279-6088	02/15/2012 16:02:30	00:00:36		Play
389	Out	Unavailable	(250) 286-7456	02/15/2012 16:19:56	00:00:57	67890	Play

Total Count : 4

In addition, several collection software vendors provide plug-ins to take these call recordings and automatically import them into their debtor files so that the call recordings can all be accessed directly from the collections software.

Dialer Integration

Premise-based dialer integration: With most call recording systems, premise based dialer calls show up as one long call for the duration the collector has logged into the dialer. With such long calls, the user doesn't have the ability to search call recordings based on specific criteria, making listening to calls time intensive and laborious. SonicView can be configured in such a way that the dialer calls show up as separate calls, extending the searchability to all calls – saving users a great deal of time.

Hosted dialer integration: In order to have collectors perform at their top productivity levels, hosted dialers typically recommend a configuration where the collectors hold an open line with the hosted dialer for the duration they are logged in. Any third party recording solution would log such dialer calls as long calls, without any searchability.

It could be argued that most of these hosted dialers provide access to those recordings through their website; however, dialers typically provide this data only for a limited number of days. Afterward, the user must manually download and have their own indexing and security applications applied to the downloaded calls – making the workload even tougher.

SonicView's integration with most leading hosted dialer companies allows for the automatic download of all the hosted dialer calls into the same secure database as the non-dialer calls – giving users the power to access all recordings from one user interface. With this level of functionality, supervisors can watch user productivity soar!

Supervisor Dashboard

With an easy-to-use, browser-based design, users can quickly learn and use the system effectively and efficiently. Call recordings can be played back, analyzed and shared among members within the organization. SonicView places all of the necessary tools in a browser-based interface that has optimal usability. (I.e., Search Filters; Hotlists; Preferences; Call Scoring; Administration)

The screenshot displays the SonicView Supervisor Dashboard. On the left is a navigation sidebar with sections: Search Filters (containing Default Searches like All Calls, Last Month, Last Quarter, Last Week, This Month, This Quarter, This Week, This Year), Hot Lists, Preferences, Reports, Administration, and T1 Configuration. The main area shows a table of call logs with columns for ID, Name, Phone, Direction, Duration, Time, and Client ID. A call log for 'Reedy Maleana' is highlighted. Below the table is a playback control bar showing a play button, a progress bar, and call details: Agent Name: O Olegario, Extension: 355, Duration: 00:00:27, Direction: Out. Three orange callout boxes provide additional information: 'SonicView has a browser-based, intuitive design' points to the top of the interface; 'The line item just has to be double-clicked to listen to the call recording' points to the highlighted call log entry; 'The navigation tool bar provides easy access to Search Filters, Hotlists, Preferences, Call Scoring, and Administration' points to the left sidebar.

Hi Administrator

5/02/2011 To 05/02/2011 Go More

Explorer

Search Filters

Default Searches

- All Calls
- Last Month
- Last Quarter
- Last Week
- This Month
- This Quarter
- This Week
- This Year

Hot Lists

Preferences

Reports

Administration

T1 Configuration

SonicView has a browser-based, intuitive design

The line item just has to be double-clicked to listen to the call recording

The navigation tool bar provides easy access to Search Filters, Hotlists, Preferences, Call Scoring, and Administration

ID	Name	Phone	Direction	Duration	Time	Client ID
318	B John	(714) 446-6686	Ur	00:01:57	05/02/2011 15:24:39	
318	B John	(415) 956-1808	Ur	00:01:33	05/02/2011 15:07:03	
388	Reedy Maleana	(503) 737-8224	Ur	00:08:42	05/02/2011 14:59:45	
318	B John	(425) 455-8220	Ur	00:02:08	05/02/2011 14:55:02	
318	B John	(916) 920-2295	Ur	00:02:09	05/02/2011 14:43:20	
318	B John	(626) 799-8444	Ur	00:03:55	05/02/20	
318	B John	(541) 485-4555	Ur	00:01:39	05/02/20	
388	Reedy Maleana	XXXXXXXXXX	Ur	00:10:07	05/02/20	
318	B John	(800) 680-2426	Ur	00:02:08	05/02/20	
				00:01:54	05/02/20	
				00:03:08	05/02/20	
				00:09:43	05/02/20	
				00:10:38	05/02/20	
	Calnon Richard	(770) 886-6700	Unavailable	00:05:56	11/28/2012 13:02:49	
	O Olegario	(704) 527-5100	Unavailable	00:00:57	11/28/2012 13:01:23	
	O Olegario	(704) 527-5100	Unavailable	00:00:27	11/28/2012 13:00:37	
	Unavailable	(705) 286-4727	Unavailable	00:01:06	11/28/2012 12:58:06	
	Reedy Maleana	(203) 985-1001	Unavailable	00:00:40	11/28/2012 12:54:28	

00:05 / 00:27 Agent Name: O Olegario Duration: 00:00:27
00:00:02 Extension: 355 Direction: Out

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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.



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

Record All Calls or Select Extensions

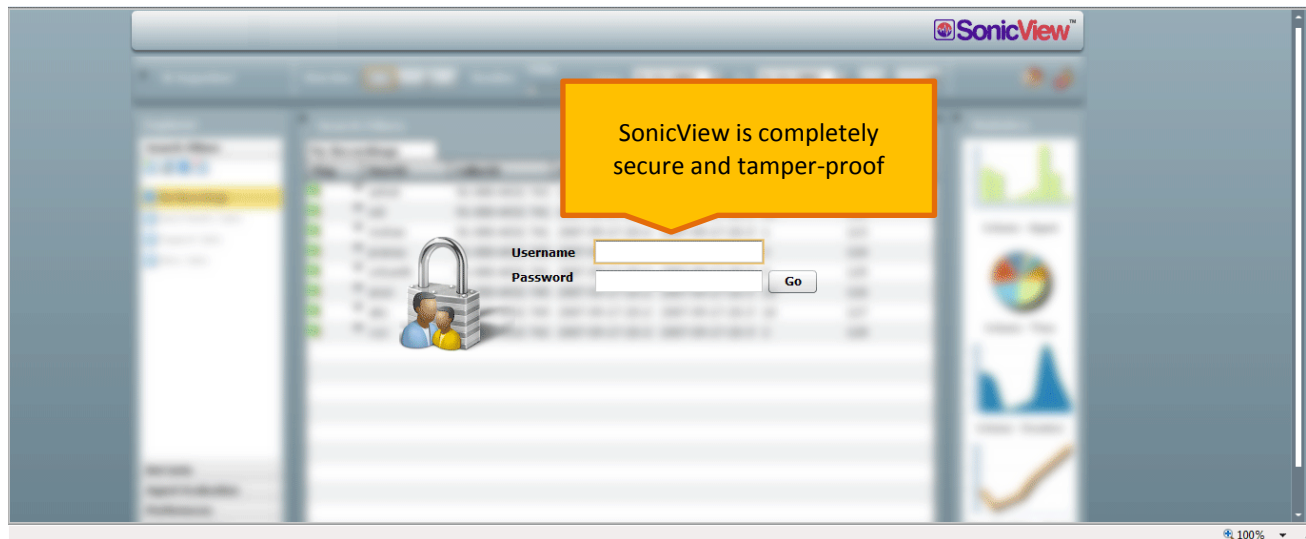
With SonicView, users can record all inbound and outbound calls or choose select extensions to record.

The screenshot shows the Hi Crystal software interface. At the top, there are filters for Direction (All, In, Out), Timeline (Today), and date ranges (From 10/18/2011 To 10/18/2011). On the left, an Explorer pane lists search filters like All Calls, Last Month, Last Quarter, Last Week, This Month, This Quarter, This Week, and This Year. A central table titled "Today's Calls" lists call details. An orange callout box points to the "All" direction filter and the "All Groups" dropdown, with the text: "Choose to record all inbound and outbound calls or select extensions in the call center".

F...	Type	Extension	Agent Name	Direction	Number	Name	Duration	Time	Client ID	File Number
		305	Brown Avery	⇒	(516) 694-8100	Unavailable	00:00:39	10/18/2011 13:00:11		
		315	S Baner	⇒	(321) 720-3353	Unavailable	00:04:40	10/18/2011 12:59:18		
		315	S Baner	⇒	(508) 853-7120	Unavailable	00:02:46	10/18/2011 12:55:55		
		315	S Baner	⇒	(781) 596-1802	Unavailable	00:00:49	10/18/2011 12:54:30		
		315	S Baner	⇒	(508) 587-0050	Unavailable	00:01:00	10/18/2011 12:52:01		

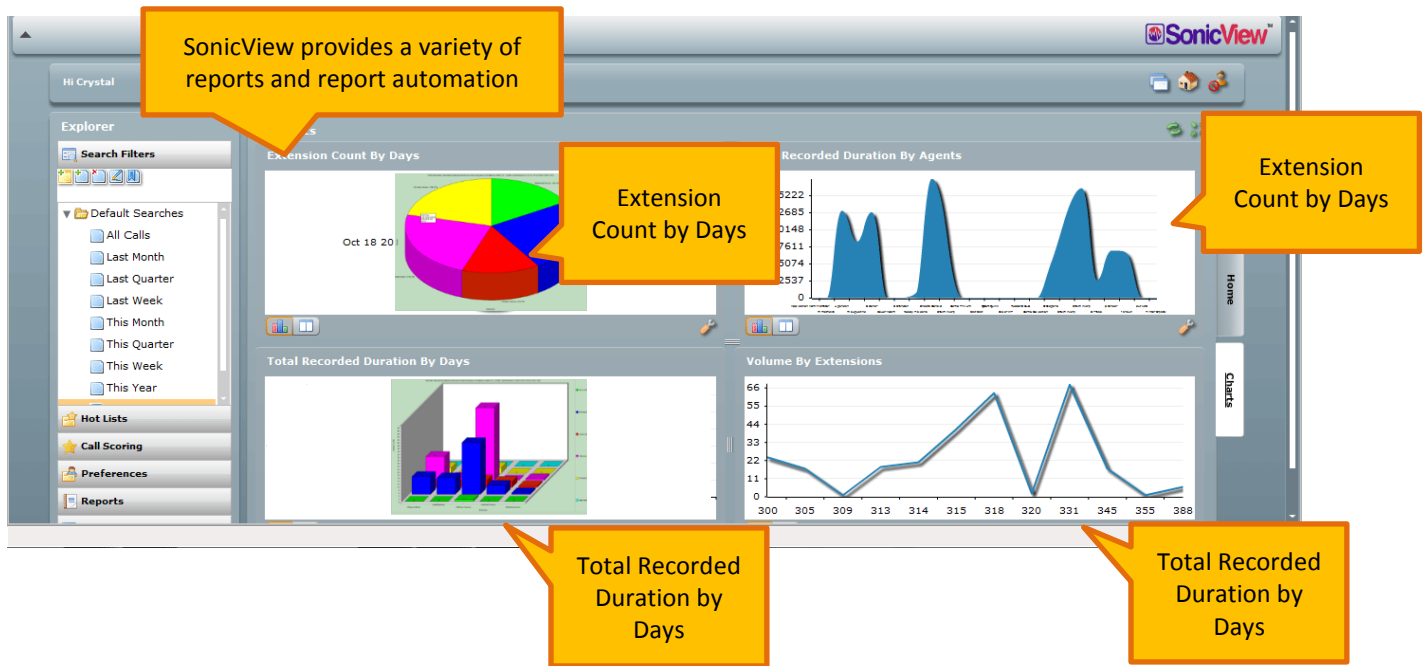
Security

SonicView is completely secure, tamper-proof and helps collection agencies and law firms ensure compliance with FDCPA and TCPA regulations. In addition, call recordings cannot be accessed by employees unless permissions/credentials are provided by the supervisor.



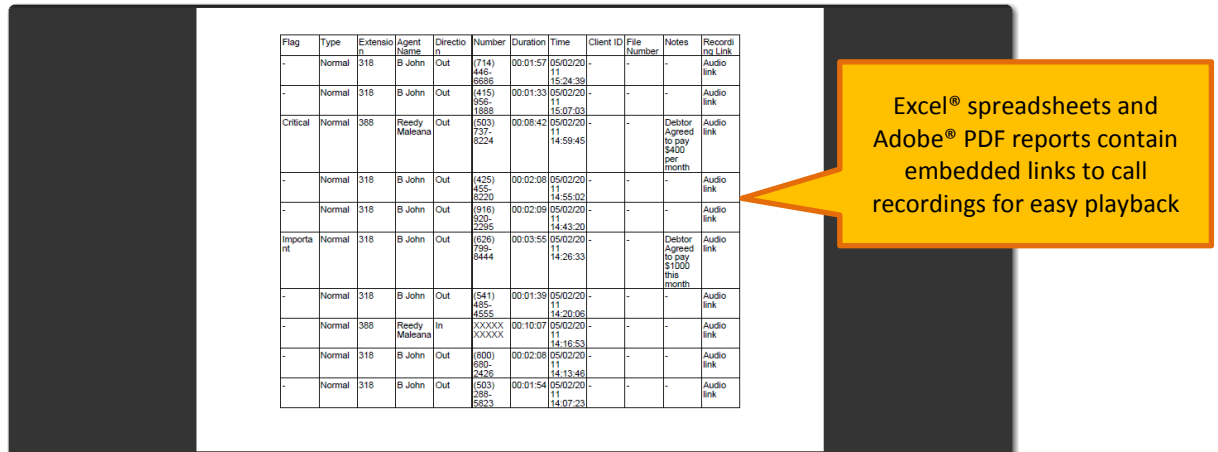
Productivity Reports & Charts

With SonicView, collection agencies and law firms have the ability to generate a variety of reports, giving them direct insight into the productivity of their organization. These reports can either be created ad-hoc or automated and sent out as Excel® spreadsheets or Adobe® PDF email attachments.



Automate and Distribute Reports with Embedded Links

Reports have embedded links to recordings, which is a great way to share recordings within the organization and use as a training tool to help improve productivity.

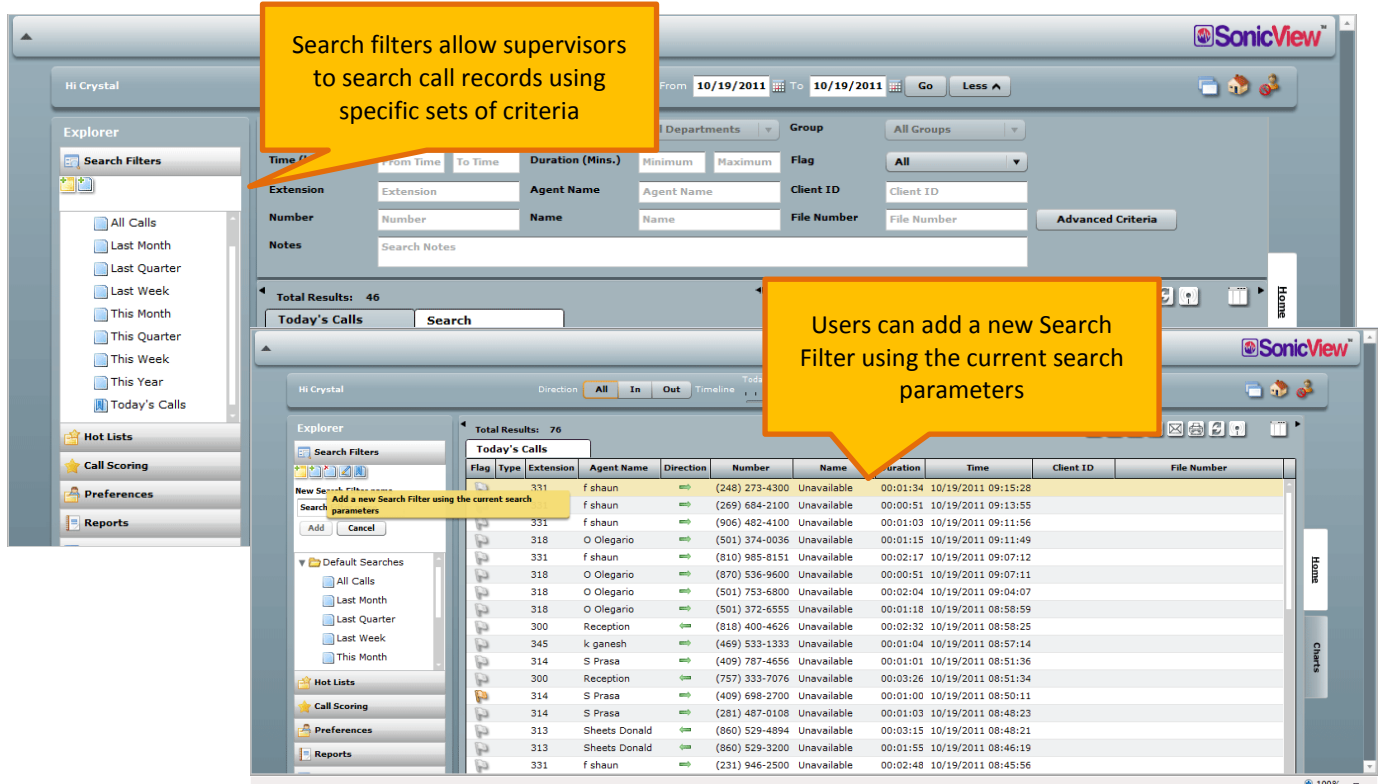


An orange callout bubble points to the 'Recording Link' column of the table, containing the text: "Excel® spreadsheets and Adobe® PDF reports contain embedded links to call recordings for easy playback".

Flag	Type	Extension	Agent Name	Direction	Number	Duration	Time	Client ID	File Number	Notes	Recording Link
-	Normal	318	B John	Out	(714) 446-8986	00:01:57	05/02/2011 15:24:39	-	-	-	Audio link
-	Normal	318	B John	Out	(415) 956-1888	00:01:33	05/02/2011 15:07:03	-	-	-	Audio link
Critical	Normal	388	Reedy Maleana	Out	(503) 737-5224	00:08:42	05/02/2011 14:59:45	-	-	Debtor Agreed to pay \$400 per month	Audio link
-	Normal	318	B John	Out	(425) 455-8220	00:02:08	05/02/2011 14:55:02	-	-	-	Audio link
-	Normal	318	B John	Out	(916) 920-2295	00:02:09	05/02/2011 14:43:20	-	-	-	Audio link
Import	Normal	318	B John	Out	(626) 799-9444	00:03:55	05/02/2011 14:26:33	-	-	Debtor Agreed to pay \$1000 this month	Audio link
-	Normal	318	B John	Out	(541) 465-4555	00:01:39	05/02/2011 14:20:06	-	-	-	Audio link
-	Normal	388	Reedy Maleana	In	XXXXX XXXXX	00:10:07	05/02/2011 14:16:53	-	-	-	Audio link
-	Normal	318	B John	Out	(800) 890-2426	00:02:08	05/02/2011 14:13:48	-	-	-	Audio link
-	Normal	318	B John	Out	(503) 290-5823	00:01:54	05/02/2011 14:07:23	-	-	-	Audio link

Search Filters

The search filter menu enhances productivity by letting the user save, edit, bookmark and delete frequent searches (both QuickSearches and Advanced searches) using the available menu options.



The screenshot shows the SonicView software interface. The top section displays search criteria: "From 10/19/2011 To 10/19/2011", "Go", "Less", and "Departments" dropdown. Below this are fields for "Extension", "Agent Name", "Client ID", "Number", "Name", "File Number", and "Notes". A "Search" button is present. The "Total Results: 46" is shown. The "Today's Calls" section displays a list of calls with columns: Flag, Type, Extension, Agent Name, Direction, Number, Name, Duration, Time, Client ID, and File Number. The list shows various calls, many marked as "Unavailable".

An orange callout bubble points to the "Search Filters" menu on the left, containing the text: "Search filters allow supervisors to search call records using specific sets of criteria".

Another orange callout bubble points to the "Add a new Search Filter using the current search parameters" button, containing the text: "Users can add a new Search Filter using the current search parameters".

Flag & Annotate Call Records

The priority of call recordings can be flagged 'Important,' 'Medium,' or 'Low' so that supervisors and agents have an immediate understanding of the nature of each call. The Notes field also allows supervisors and agents to annotate call recordings so that they can view call detail specifics.

Flag agent calls by priority

Flag	Type	Extension	Agent Name	Direction	Number	Name	Duration	Time	Client ID	File Number
		331	f shaun	→	(888) 882-9204	Unavailable	00:01:30	10/19/2011 08:35:23		
		318	O Olegario	→	(302) 552-8000	Unavailable	00:02:33	10/19/2011 08:31:40		
		318	O Olegario	→	(215) 640-1175	Unavailable	00:00:56	10/19/2011 08:29:07		
		318	O Olegario	→	(302) 792-7049	Unavailable	00:00:58	10/19/2011 08:24:22		
		331	f shaun	←	(651) 621-2860	Unavailable	00:02:09	10/19/2011 08:23:46		
		331	f shaun	→	(231) 779-9848	Unavailable	00:01:52	10/19/2011 08:22:10		
		313	Sheets Donald	←	(954) 735-4455	Unavailable	00:05:02	10/19/2011 08:19:26		
		314	S Prasa	←	(503) 734-5309	Unavailable	00:02:53	10/19/2011 08:19:12		
		331	f shaun	→	(248) 593-7110	Unavailable	00:00:54	10/19/2011 08:17:45		

The annotation feature is a great training tool whereby the supervisor adds notes to a call and shares that particular call with the collector immediately via email.



Search Keyword Terms in Notes Field

SonicView's comprehensive set of productivity tools allows users to search keywords within notes to pull up specific call recordings quickly.

The screenshot shows the SonicView interface with a search filter applied to the Notes field. A yellow callout box points to the search results, stating: "Conveniently search keywords in the Notes field for quick access to call recordings".

Search Results:

Flag	Type	Extension	Agent Name	Direction	Number	N..	Duration	Time	Client ID	File Nu...	Notes
		388	Reedy Maleana	⇒	(503) 737-8224	Ur	00:08:42	05/02/2011 14:59:45			Debtor Agreed to pay \$400 per month
		318	B John	⇒	(626) 799-8444	Ur	00:03:55	05/02/2011 14:26:33			Debtor Agreed to pay \$1000 this month

Playlists

Playlists allow users to organize call recordings efficiently based on different criteria. For example, a supervisor could use a Playlist to group all the 'Good Collector Calls' or 'Bad Collector Calls' calls together. Using this feature, users can create any number of Playlists to organize the call data to suit their preferences. Playlists dramatically boost an organization's efficiency in terms of viewing and analyzing large amounts of call data! Once there are enough calls in these Playlists, users can export them into a PDF or CD and use these recordings as a training tool for new collectors.

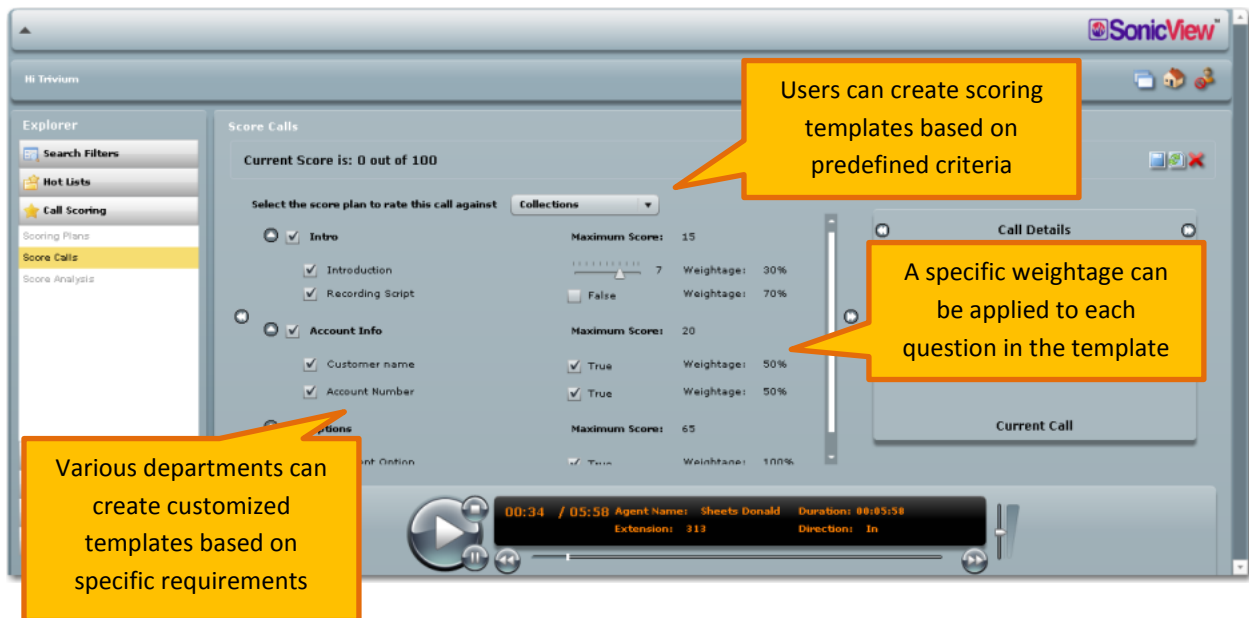
The screenshot shows the SonicView interface with a playlist named "BoA Voicemails" selected. A yellow callout box points to the playlist, stating: "Playlists help users manage call recordings in multiple folders (I.e., Good Calls, Bad Calls)".

Search Results:

Flag	Type	Extension	Agent Name	Direction	Number	Name	Duration	Time	Client ID	File Number
		318	O Olegario	⇒	(530) 342-0132	Unavailable	00:01:53	10/18/2011 15:36:28		
		318	O Olegario	⇒	(213) 891-5573	Unavailable	00:00:42	10/18/2011 15:35:01		
		318	O Olegario	⇒	(408) 210-4566	Unavailable	00:00:23	10/18/2011 15:33:21		
		318	O Olegario	⇒	(888) 420-0111	Unavailable	00:01:57	10/18/2011 15:30:22		
		305	Brown Avery	⇒	(214) 529-5731	Unavailable	00:06:24	10/18/2011 15:25:58		
		318	O Olegario	⇒	(888) 888-7080	Unavailable	00:00:38	10/18/2011 15:24:05		
		318	O Olegario	⇒	(800) 456-5053	Unavailable	00:00:31	10/18/2011 15:23:00		
		345	k ganesh	⇒	(209) 944-9001	Unavailable	00:04:48	10/18/2011 15:17:00		
		345	k ganesh	⇒	(800) 755-1515	Unavailable	00:01:48	10/18/2011 15:14:49		

Call Scoring and Evaluation Module

SonicView offers an add-on module for Call Scoring and Evaluation that enables collection agencies and law firms to create various scoring templates and evaluate agents based on these templates. Scoring can include parameters to cover such areas as client needs, internal quality needs and compliance needs.



Once scored, the system can generate a variety of reports so that a supervisor can evaluate an agent's performance over a period of time or across multiple agents and/or departments.

Call Scoring & Evaluation Highlights

- Use for quality monitoring to coach, train and evaluate agent performance
- Allow different functional managers access to system for their unique needs and requirements (I.e., Quality Assurance Managers, Sales Managers, Support Managers, Compliance Managers)
- Create a variety of templates that pertain to each function so that respective managers can evaluate agents based on relevant criteria
- Apply a specific weightage for each question within a call scoring section
- Evaluate across multiple agents as well as evaluate the same agent over a period of time
- Re-evaluate how an agent has improved after training
- Identify future training needs

Speech Analytics

The speech analytics feature enables 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, policies and regulations by all parties involved, reliability and peace of mind. As volumes of audio 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.

Optimize Your Operations for an Extraordinary Customer Experience

- Deploy a single-provider, unified solution that combines call recording, reporting and data analytics, helping your business generate additional revenue and increase profitability: improve agent productivity and performance; optimize customer relationships
- Transform your business into a client-focused organization by delivering first-rate service, consistently and cost-effectively while adhering to strict industry regulations
- Structure and simplify employee training processes, ensure adherence to each client's requirements and uncover insight into productivity levels and call patterns within the collection floor
- Use SonicView call recording to obtain insight into agent and debtor interactions; strategically make data-driven business decisions, enhance agent proficiency, promote client satisfaction and increase market share
- Securely record and store media in adherence to PCI/DSS security guidelines through optional encryption management functionality
- Enhance your agents' job satisfaction and retention by providing them with review and feedback of their call activity and insight into their performance
- Use recorded calls to build a training center for your agents! Use Call Scoring to analyze and perform reviews of employees; measure their compliance with FDCPA and TCPA regulations



About TriVium Systems, Inc.

Established in 1995, TriVium Systems is a leading provider of call recording and reporting applications for the account receivables marketplace. We serve hundreds of collection agencies and law firm customers and are affiliated with the industry's leading associations including ACA, NARCA and DBA.

Our years of experience in call recording software, our work with customers in the ARM space, and our affiliations have enabled us to develop a wide range of understanding about the software needs within the collections industry. We have, in turn, taken this knowledge and created our SonicView product line, with many features specific to the collections industry. Today, SonicView the leading call recording solution because of its unique set of features and benefits.



Schedule a Demo

To schedule a demonstration of SonicView, contact us:

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