



Features & Benefits

- Easy-to-install, configure and manage
- Browser-based, intuitive interface
- Scalable and robust
- Records all calls – including dialer calls
- Works with all phone systems
- Advanced search and replay capabilities based on date, time, extension, caller ID, dialed number and more
- Users can choose full-time or selective recording
- Easy click-to-play access to call recordings in reports
- Detailed call activity reporting
- Automated report delivery capabilities
- Flexible recording rules
- On-Demand Recording module available
- Powerful user and system management features
- High quality recordings at high compression rates
- Centralized recordings from multiple PBXs and/or locations

Applications

- Compliance
- Quality Assurance
- Security
- Proof-of-Calls
- Training & Coaching

Call recording and reporting has become an integral part of many businesses today. While call centers have been using these solutions for many years to improve quality and customer service, the need for call recording has grown in leaps and bounds in a variety of industries and business models.

SonicView™ Call Recording & Reporting is an enterprise-grade call recording and reporting platform that is affordably priced. It supports a variety of recording modes, including trunk-side (T1/PRI/Analog) and station-side (digital/IP). And, because SonicView works with all phone systems, it is a future-proof investment for any organization.

SonicView has a user-friendly, browser-based interface that makes call recordings easily accessible from any PC located on the network. SonicView is also built using the latest application architecture – its intuitive design enhances the user experience and makes learning the application easy.

Search & Replay

SonicView has advanced search capabilities and includes filters such as date, call duration, direction of call, caller ID, dialed number, employee extension and agent ID. The search results can then be easily sorted or filtered further to obtain the desired call recordings. SonicView also comes with a built-in player that allows users to easily listen to each call recording.

While reviewing call recordings, supervisors and managers can add notes and flag calls with different levels of priority. These notes and flags can then be subsequently used as search filters.

Share Call Recordings

SonicView offers a variety of ways to share call recordings, including downloading the recording as an MP3 file onto a local hard disk and then sending the MP3 file out via email. Users can also email a link to the call recording or create an Adobe PDF or Excel spreadsheet report that includes a list call recordings that have embedded links for playback. This is a great way to effectively share call recordings without putting a great deal of load on the network or email servers.

Reports & Report Automation

SonicView users can generate a variety of reports, giving them direct insight into the productivity of their organization. These reports can either be created ad-hoc or can be 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 or use as a training and coaching tool to enhance overall productivity.

Call Scoring & Agent Evaluation

With the Call Scoring and Agent Evaluation tool, supervisors can create various templates to evaluate employee communications. These templates can be based on the department that is being evaluated (i.e., training, compliance, sales, support) or based on specific client requirements. Once templates are created, supervisors have the ability to rate the agent's performance while listening to the call. Evaluation reports can then be used for training and coaching purposes as well as a means of measuring an employee's productivity.

Agent Studio & On-Demand Recording

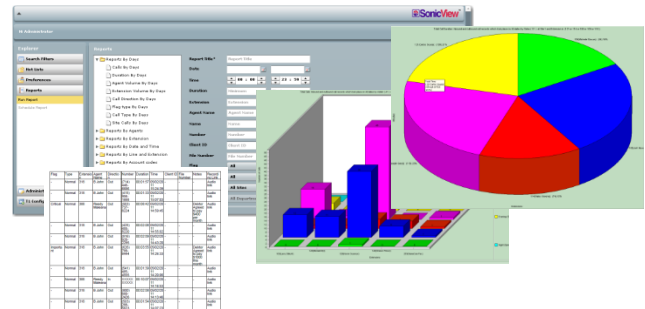
SonicView's Agent Studio module enables employees to access their own recordings. This application is an optional component and can be licensed on a needs basis. Agent Studio can be enhanced with the On-Demand Recording module that enables employees to pause and resume recording calls as needed.

Administration & User Management

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

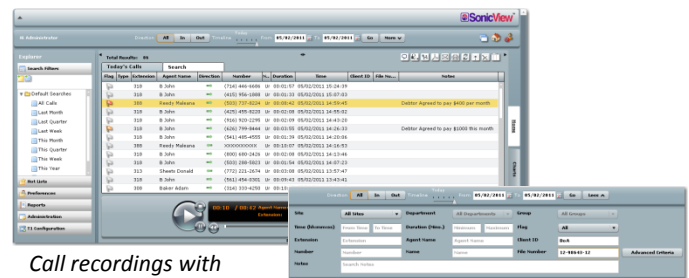
SonicView integrates with many different third-party applications. Please contact a TriVium Systems representative for more details.

REPORTS



Create a variety of reports including PDFs and graphs

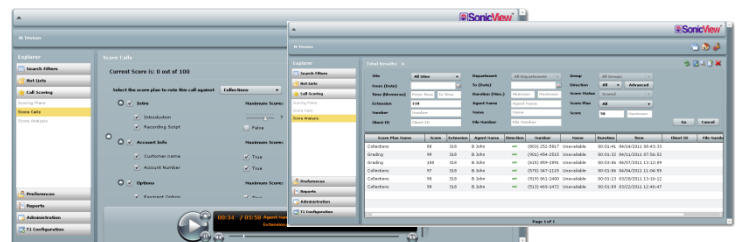
SEARCH & REPLAY



Call recordings with playback controls

Search Filter

CALL SCORING



Call Scoring Template

Score Analysis

About TriVium Systems, Inc.

Established in 1995, TriVium Systems, Inc. is a leading provider of call recording and reporting solutions for all sizes and types of businesses.

The Company's enterprise-grade solutions are affordably priced and help businesses cut costs, increase productivity, improve quality and enhance security. These solutions provide access and insight into business data that help managers coach and train employees while strategizing and optimizing their bottom line.



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