



# Envision™ Full-Time Recording

*Full-time recording of customer interactions*

Easily meet compliance and verification requirements with Envision Full-Time Recording, a full-time recording product that is tightly integrated with Envision Quality Monitoring. It's a perfect solution for organizations that need to record all their interactions and that want to use the power of coaching to develop, train and motivate their agents.

## Everything you need to...

- Capture all recordings across all your contact centers to meet compliance requirements
- Access recordings from a single, easy-to-use interface
- Quickly and easily find and retrieve archived recordings
- Easily scale your recording capacity to meet your centers' evolving needs

## KEY FEATURES

### • Extensive search and retrieval

Take advantage of advanced searching and filtering capabilities, including wildcard-based searching and filtering for all system and dynamic data fields, with support for saving search criteria and limiting searches to information obtained from previous queries. Envision Full-Time Recording also provides filtering capabilities by agent, phone number, date, time and caller-ID (ANI). Envision Full-Time Recording uses SQL-based databases to ensure the reliability, security and scalability of your call data.

### • Immediate and secure access to archived recordings

Instantly access and retrieve volume and archived audio files from both local and networked storage systems. Envision Full-Time Recording supports media storage implemented using RAID Arrays, SANs, MO Jukebox and Tape Library Systems. In addition, Envision Full-Time Recording provides secure access control, enabling system administrators to authorize users and allow access via a secure login and passwords.

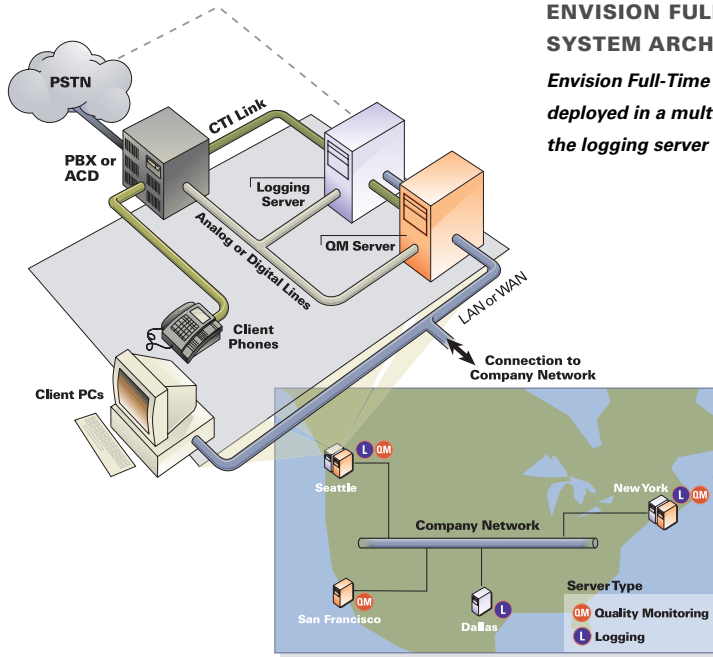
### • Distributed architecture

Get maximum flexibility with a robust, distributed framework hosted on the industry-standard Microsoft Server OS platform. The Envision Full-Time Recording server can be configured with port

densities up to 432 station side/864–1080 trunk side recording channels and 96 playback channels. Station-side logging uses 24 ports per digital interface card, and trunk-side logging incorporates single- and dual-span T1/E1 cards. With Envision Full-Time Recording, you get voice processing with GSM/ADPCM/723.1 compression and support for playback of recordings through both headsets and phones or multimedia-enabled computers.

### • Complete interoperability and integration with Envision Quality Monitoring *(sold separately)*

Tap into the power of Envision Quality Monitoring to develop effective agents who deliver the best possible service. The interoperability between products supports multiple quality monitoring and logging servers (both local to a site and situated at remote sites) accessible via a LAN/WAN. Supervisors get a single interface to access recordings from Envision Quality Monitoring, on-demand recordings and logged recordings. Logged recordings can easily be evaluated and used for reporting.



## ENVISION FULL-TIME RECORDING SYSTEM ARCHITECTURE

*Envision Full-Time Recording can be easily deployed in a multi-site environment, with the logging server coexisting with quality*

## TECHNICAL REQUIREMENTS

### Server

#### MINIMUM HARDWARE REQUIREMENTS

- Microprocessor — 1 GHz Pentium-based single processor or faster
- Memory — 1GB RAM
- Disk space — Generally the system requires 8MB of storage space for every hour of recording time. The amount of disk space required is based on the number of users that need to be logged. Please contact your Envision sales engineer for your requirements. There should be approximately 110MB of available disk space for the Server software.
- Network connection based on configuration
- CD-ROM drive
- Voice cards determined based on the number of users that need to be logged

#### MINIMUM SOFTWARE REQUIREMENTS

- Operating system — Windows 2000 Server or later

### Applications

#### MINIMUM HARDWARE REQUIREMENTS

- Microprocessor — 500 MHz processor
- Memory — 128MB RAM
- Network connection to the server
- CD-ROM drive
- Disk space — based on the client being installed, listed below:
  - Envision Quality Monitoring: 8MB
  - Reporting: 4MB
  - Administrator: 40MB

#### MINIMUM SOFTWARE REQUIREMENTS

- Operating system — Windows NT 4.0 Workstation with SP6 or later, Windows 2000 Professional or Windows XP
- Browser — Internet Explorer 6.0

**Note: The Envision server integrates with PBXs and ACDs from leading manufacturers.**

## ALSO AVAILABLE

### For organizations with MULTIPLE CONTACT CENTERS

The **MultiSite Edition** of Envision products links your systems together to provide:

- A global view of all your contact centers from one interface
- Easy sharing of recordings, evaluations, training and more
- A single point of administration



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Envision is a leading provider of contact center software solutions that empower businesses to maximize every contact with their customers. Since its founding in 1994, Envision has focused on improving the effectiveness and performance of contact center agents to create measurable value for the enterprise. For more information on our solutions, please visit [envisioninc.com](http://envisioninc.com).