Call Recording & Reporting Solution for NEC UNIVERGE Platforms

Features & Benefits

- Easy-to-install, configure and manage
- Simple browser-based interface
- Scalable and robust
- Records all calls – including dialer calls
- Works with most phone systems
- Advanced search and replay capabilities based on date, time, extension, caller ID, dialed number and more
- Call editing – slicing, call tagging and shared tags
- Users can choose full-time or selective recording
- Easy click-to-play access to call recordings
- Detailed call activity reporting
- Automated report delivery capabilities
- Flexible recording rules
- On-Demand Recording module
- Powerful user and system management features
- Audit trail logging and reporting
- High quality recordings – mono or stereo – at high compression rates
- Option for one-party recordings
- Centralized recordings from multiple PBXs and/or locations

Applications

- **Compliance**
- **Quality Assurance**
- **Proof-of-Calls**
- **Security**
- **Speech Analytics**
- **Training & Coaching**

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Call recording 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. Solution supports a variety of recording modes, including trunk-side (T1/PRI/Analog/SIP), station-side (IP & Digital) and Radio (Analog and IP). And, TriVium being a strategic partner of NEC - has been for over 15 Years - you can count on us to have the best solution and most current with NEC UNIVERGE systems.

SonicView has a user-friendly, browser-based interface that makes call recordings easily accessible from any desktop 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 and playlists. SonicView also comes with a built-in player that allows users to easily listen, document and tag call recordings.

While reviewing call recordings, supervisors and managers can score calls, add notes, custom fields 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 as a MP3 or WAV file with user definable file names. Users can email links to call recordings or create an Adobe PDF, Excel or CSV report that includes embedded links for playback – a great way to effectively share call recordings without having to move large files around on the network or through emails.

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 with embedded links facilitating quick and easy ways to share recordings within the organization.

Reports & Report Automation
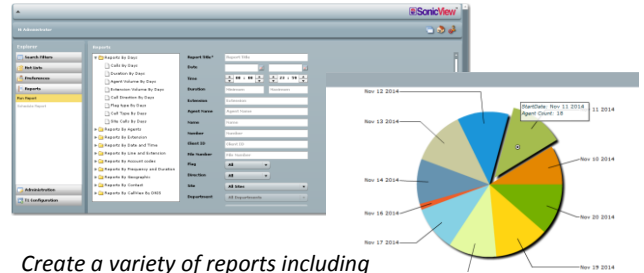
Create a variety of reports including PDFs and graphs

Call Scoring, Evaluation & Analysis

With the Call Scoring and Agent Evaluation module, supervisors can create various templates with weighted questions to evaluate calls. These templates can be based on the department that is being evaluated or on specific 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 to measure the productivity of an agent.

Call Scoring, Evaluation & Analysis
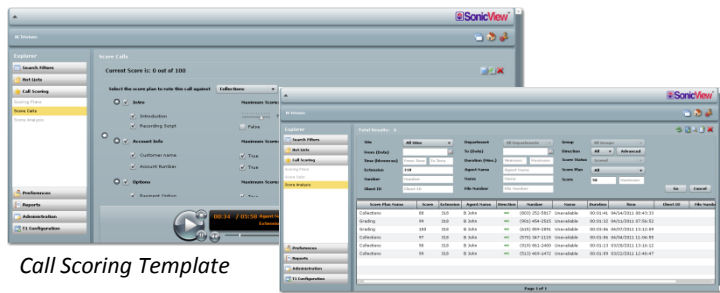
Call Scoring Template

Score Analysis

## PCI Compliance and On-Demand Recording

SonicView is PCI Compliant. It supports encryption and provides various means to automatically not record sensitive information like CVV numbers. SonicView also provides an option to start recording on-demand.

Screen Capture

SonicView Screen Capture 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 agent productivity levels and the training needs. The playback of the screen recording is done by SonicView and is synchronized with the playback of the call recording.

Screen Capture

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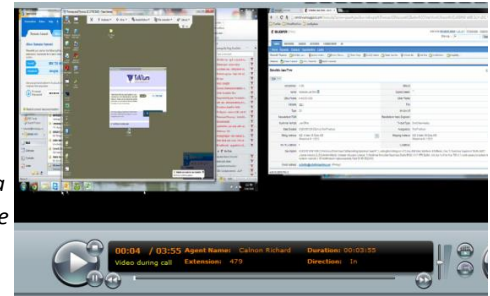
Speech Analytics

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 for evaluating 100% of calls to meet a growing range of business needs including compliance, security and business intelligence.

Search & Replay
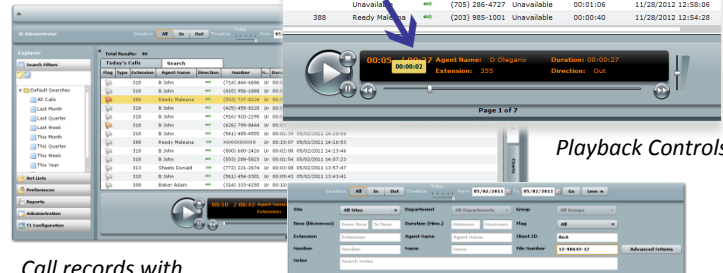
Call records with playback controls

Playback Controls

Search Filter

Administration & User Management

SonicView can be administered using a browser-based interface. Admin user can perform data management in terms of archival and retrieval. User Management capabilities allow different levels of access based on configuration.

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