

Call Recording

Call recording with Evolve IP provides your organization with an 'always on - always available' service that helps ensure quality management, compliance certainty and liability protection. Hosted in our award-winning private cloud you'll gain greater reliability, security and back-up without the risks of onsite server failure and related hardware issues.

*Using Evolve IP's Cloud Call Recording, customers can maintain their HIPAA and ITAR compliance**

As one of the most critical points of customer interaction, today's call centers are finally receiving the recognition they deserve. Of course with that recognition comes increased demands and scrutiny.

Executives are demanding quality management KPIs and ongoing improvements, compliance requirements are driving new levels of accountability and, with an ever litigious society, organizations must rely on a well-documented, process driven-customer interaction strategy.

Cloud-based call recording from Evolve IP enables call center leaders and business managers to successfully navigate these ever evolving changes.

Liability Protection With the ability to quickly and easily access 100% of your organization's calls, the game of 'he said-she said' no longer can be played.

***Compliance Certainty** Evolve IP has undergone the industry's most rigorous compliance audits, and utilizes encrypted disk, to ensure you meet HIPAA, ITAR and related compliance requirements.

Quality Management Dramatically improve your agents' performance and increase your customer satisfaction scores to drive top and bottom-line improvements.

Evolve IP's Cloud Call Recording Platform is designed to deliver all of the features needed to support a world-class call center including:

- Web-based portal access
- Network and multi-leg recording capabilities
- Quality management scorecards
- Customizable directories, user and supervisor groups
- Near to real-time delivery

Ossmosis 5 | Call Recording

VIEW RECORDINGS CONFIGURATION **RECORDING PROFILES** FILE TRANSFER OPTIONS MANAGE GROUPS

Recording Profiles

Create a new Recording Profile or edit an existing one

Profile
Create New Profile

New Profile Name 0/30

Recording Frequency

Always

Always with Pause/Resume

On Demand

On Demand with User Initiated Start

Never

Additional Options

Play Recording Announcements

Record Voice Messages

Pause/Resume Notification

None

Beep

Play Announcement

Recording Notification

Repeat tone every 10 seconds

Call Recording Portal Interface

Call Recording

Call Recording Benefits (Management and Agents)

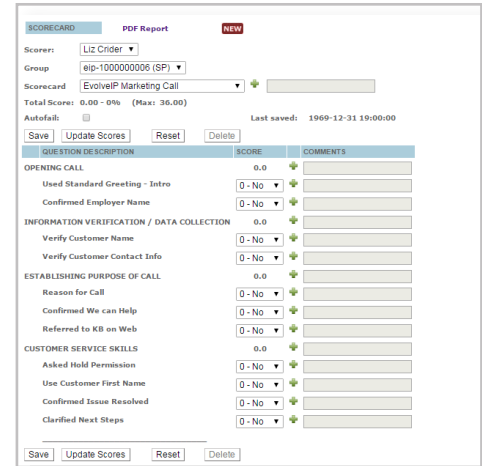
Call center managers and their agents will see immediate improvements in their operations with deeper insights into call center operations. With a rich feature set, an easily customizable reporting portal and links to quality management, both your agent and customer satisfaction will improve.

- **Broad Range of Features:** Gain access to indexed recordings, live monitoring, tagging and reporting features regardless of budgetary restraints.
- **Flexible Setup Options:** Multiple delivery models and portal views provide access to only recordings you want to see.
- **Centralized Management:** Manage group assignments and monitor calls, regardless of agent location.
- **Accessibility:** Search, retrieve, and playback recorded calls from our award-winning portal based upon criteria such as the agent, duration, the calling party, the date/ time, etc.
- **Control:** Provide supervisors with unmatched control over agent and user quality and allow administrators point-and-click configuration through our award winning OSSmosis Portal.

Call Recording Benefits (Executives)

In addition to the desire to increase customer satisfaction, executives are increasingly concerned with how call center operations can drive bottom and top-line improvements. Evolve IP's cloud call recording solves for these desires with better economics, reliability and more.

- **Lower TCO:** Eliminate Capex for new hardware and software and provide a seamless end user experience.
- **Increase Efficiency:** Access call recordings from any location without specialized software required.
- **Flexible:** Multiple deployment methods are available to meet business and budgetary requirements.
- **Scalable:** Increase and decrease costs based on seasonality, unexpected peaks, and growth.
- **Disaster Recovery:** Recordings are available even if your location isn't.
- **Secure:** Take advantage of a private and secure cloud-based offering from a SOC 3 certified organization.



QM Scorecard

Quality Monitoring		OSSMOSIS ADMINISTRATOR PORTAL			
QM Group Detailed Report		CALL RECORDING			
Question Category	(Section)	Total Calls	Min Score	Avg Score	Max Score
Group: eip-1000000006 (SP)					
Scorecard: Virgin Pulse QA Form					
- Used Standard Greeting - Intro	(Opening Call)	2	1.00	1.00	1.00
- Confirmed Employer Name	(Opening Call)	2	0.00	0.00	0.00
- Verify Customer Name	(Information)	2	4.00	4.00	4.00
- Verify Customer Contact Info	(Information)	2	4.00	4.00	4.00
- Reason for Call	(Establishing Purpose)	2	0.00	0.50	1.00
- Confirmed We can Help	(Establishing Purpose)	2	3.00	3.00	3.00
- Referred to KB on Web	(Establishing Purpose)	2	0.00	0.50	1.00
- Asked Hold Permission	(Customer Service)	2	0.00	1.00	2.00
- Use Customer First Name	(Customer Service)	2	0.00	1.00	2.00
- Confirmed Issue Resolved	(Customer Service)	2	12.00	12.00	12.00
- Clarified Next Steps	(Customer Service)	2	0.00	2.00	4.00
Scorecard: EvolveIP Support Call					
- Used Standard Greeting - Intro	(Opening Call)	1	1.00	1.00	1.00
- Confirmed Employer Name	(Opening Call)	1	2.00	2.00	2.00
- Verify Customer Name	(Information)	1	4.00	4.00	4.00
- Verify Customer Contact Info	(Information)	1	0.00	0.00	0.00
- Reason for Call	(Establishing Purpose)	1	1.00	1.00	1.00
- Confirmed We can Help	(Establishing Purpose)	1	0.00	0.00	0.00
- Referred to KB on Web	(Establishing Purpose)	1	0.00	0.00	0.00
- Asked Hold Permission	(Customer Service)	1	0.00	0.00	0.00
- Use Customer First Name	(Customer Service)	1	2.00	2.00	2.00
- Confirmed Issue Resolved	(Customer Service)	1	12.00	12.00	12.00
- Clarified Next Steps	(Customer Service)	1	0.00	0.00	0.00

QM Group Detailed Report



Call Recording Features

Feature	Basic	Standard	Premium
Delivery Method	FTP or Email	Cloud: Portal View	Portal and FTP
Network Based Call Recording	✔	✔	✔
Multi-Leg Recording	✔	✔	✔
On Demand Recording	✔	✔	✔
Pause/Resume Capabilities	✔	✔	✔
Call Recording Announcements and Notifications	✔	✔	✔
Simple Format and Customizable Directory Structure	✔		✔
Near Time Delivery to Customer Premise	✔		✔
Real Time Delivery to Web Portal		✔	✔
Accessible via OSSmosis		✔	✔
Standard 30 Days Storage		✔	✔
Permission Based Portal Views		✔	✔
Near Time Portal View of Recording		✔	✔
Customizable User and Supervisor Groups		✔	✔
Multiple Filtering and Export Options		✔	✔
Detail, Summary, and Audit Report Options		✔	✔
Call Tagging for Reference and Searching		✔	✔
Add-On Options for Additional Storage		✔	✔

Call Recording Web Interface

Ossmosis 5 | Call Recording Evolve IP LLC
eip-0001005437

VIEW RECORDINGS | CONFIGURATION | RECORDING PROFILES | FILE TRANSFER OPTIONS | MANAGE GROUPS | MANAGE SUPERVISORS | MANAGE USERS

Filter by: [Dropdown] Search: [Input]

Filtering by group: Evolve IP - Sales [0001005437]

Monitored only:

Tag name: [Input] Select tag: [Dropdown]

Tag text: [Input]

ID: [Input]

Min duration (secs): [Input]

Max duration (secs): [Input]

Local party: [Input]

Remote party: [Input]

User first name: [Input]

User last name: [Input]

IP Addresses: [Input]

Start date: 2016-03-02 00:00:00

Recordings | Reports

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Pick action: [Dropdown]

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIRECTION	REMOTE PARTY	USER	TAGS	QM
📞	44297895	2016-03-02	13:46:04	100	bbur@eip.local	←	0950	Bob Bur	📄	📧
📞	44297894	2016-03-02	13:46:04	100	6105000950@voip.evolveip.net	→	0821	Melissa Reimel	📄	📧
📞	44297440	2016-03-02	13:43:26	71	kfrank@eip.local	→	6203148162	Kat Frank	📄	📧
📞	44297378	2016-03-02	13:39:45	270	6105000950@voip.evolveip.net	→	+16779419877	Melissa Reimel	📄	📧
📞	44296518	2016-03-02	13:36:28	126	6109300950@voip.evolveip.net	→	4082	Melissa Reimel	📄	📧
📞	44297144	2016-03-02	13:36:04	398	kfrank@eip.local	→	6032	Kat Frank	📄	📧
📞	44295972	2016-03-02	13:34:33	20	6109300950@voip.evolveip.net	→	1012	Melissa Reimel	📄	📧
📞	44295945	2016-03-02	13:33:40	59	kscott@eip.local	→	+16779419877	Katie Scott	📄	📧
📞	44295506	2016-03-02	13:30:59	53	kscott@eip.local	→	+10013156100	Katie Scott	📄	📧
📞	44284523	2016-03-02	11:58:55	503	shanna@eip.local	→	+16779419877	Sam Hanna	📄	📧
📞	44283268	2016-03-02	11:58:05	34	shanna@eip.local	→	5000	Sam Hanna	📄	📧
📞	44282100	2016-03-02	11:44:42	382	kscott@eip.local	←	+16779419877	Katie Scott	📄	📧
📞	44280698	2016-03-02	11:40:29	89	6109300950@voip.evolveip.net	→	+10013156100	Melissa Reimel	📄	📧