Integrated Call Recording & Reporting Solution

SonicView™

TriVium
Call Recording & Reporting Solutions

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

www.triviumsys.com

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.

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 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.

Reports & Report Automation

SonicView provides users 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. 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, Evaluation & Analysis

With the Call Scoring and Evaluation tool, supervisors can create various templates to evaluate employee performance. These templates can be based on the department being evaluated (I.e., training, compliance, sales, support) or based on specific client requirements. Once templates are created, supervisors can rate the agent's performance while listening to the call recording. 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.
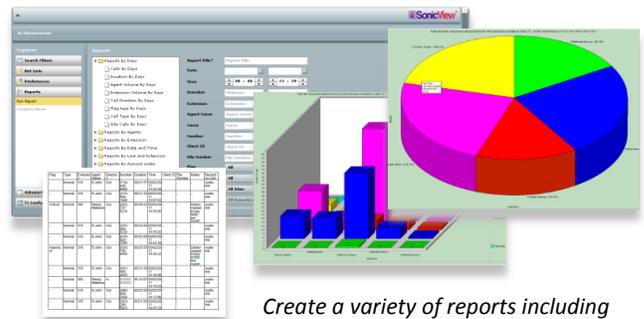
Screen Capture

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.

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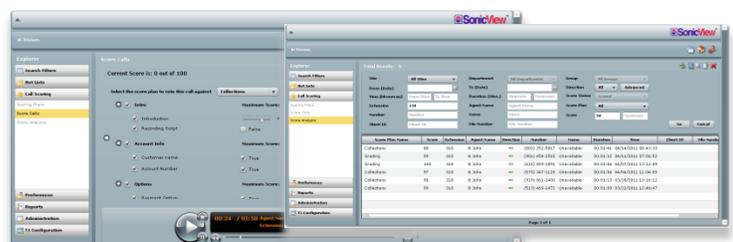
SonicView integrates with many different third-party applications. Please contact a TriVium Systems representative for additional details.

Reports & Report Automation

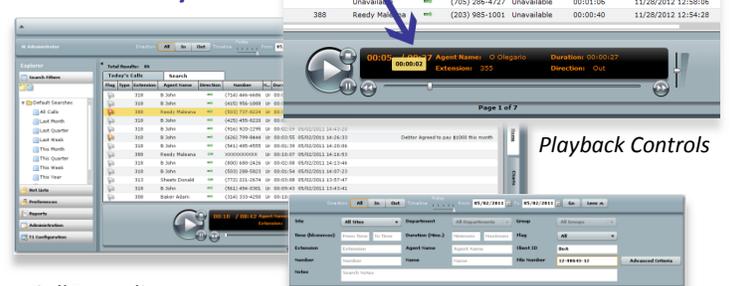*Create a variety of reports including PDFs and graphs*

Call Scoring, Evaluation and Analysis

Call Scoring Template

Score Analysis

Search & Playback

Playback Controls

Call Recordings

Search Filter

Screen Capture

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

---

TriVium
Call Recording & Reporting Solutions

1865 NW 169th Place, Suite 210
Beaverton, OR 97006
www.trviumsys.com