



CYBERTECH PRO

VOICE RECORDING

CyberTech Pro is the first open and secure recording solution, designed to use industry standard hardware and software. This best-in-breed technology is being used by the world's leading financial institutions, governmental and public safety organisations and call centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customer provided network storage devices, this future-proof solution for the capture, storage, retrieval and playback of voice, radio and data communications provides unsurpassed functionality while reducing a firm's total cost of ownership.

This flexible, multi-media product delivers high quality recordings of traditional or VoIP telephony, together with data and desktop screens for all applications, including verification and compliance, dispute resolution, training and quality monitoring.

FLEXIBLE

Unlimited browser-based search and replay licences - An intuitive browser-based interface enables recordings to be securely retrieved and replayed from any location at any time.

Multiple recording configurations - Can be used as a standalone for single site recording, as a satellite server for distributed recording, and enterprise-wide to meet high availability and resilience requirements.

Remote administration capabilities - Web-based configuration and administration tools deliver significant time and operational efficiencies ensuring increased service and reduced maintenance costs.

Call ID	User Name	Channel	Start time	Duration	CLI Data	Direction	Phone number	Mark	Status	Remarks
252316	Mike	51	2008-01-01 16:30:26	00:01:16	+43 862 322127	→	143		Available	
252315	Tom	89	2008-01-01 16:30:42	00:01:23	+48 40 749990	→	191		Available	
252314	Kath	86	2008-01-01 16:30:26	00:00:40	+48 40 304023	→	178		Available	3
252313	Mike	29	2008-01-01 16:30:14	00:00:40	+31 61 1784640	→	121		Available	
252312	Mike	51	2008-01-01 16:31:00	00:01:18	+32 28 735868	→	143		Available	
252311	Jackie	102	2008-01-01 16:25:28	00:01:19	+34 95 7643121	→	194		Available	
252310	Kath	70	2008-01-01 16:22:30	00:00:40	+34 91 6505902	→	162		Available	
252309	Bar	45	2008-01-01 16:22:43	00:00:36	+49 341 0074261	→	137		Available	4
252308	Kath	89	2008-01-01 16:22:38	00:02:02	+48 40 221421	→	161		Available	
252307	Jackie	103	2008-01-01 16:22:09	00:01:18	+32 40 763961	→	195		Available	1
252306	Kath	72	2008-01-01 16:22:36	00:02:02	+31 9 5209541	→	164		Available	
252305	Rob	16	2008-01-01 16:21:11	00:00:40	+48 40 163801	→	157		Available	
252304	Sue	32	2008-01-01 16:21:07	00:01:18	+49 69 5055122	→	124		Available	1
252303	Jezer	54	2008-01-01 16:17:21	00:02:38	+34 93 634912	→	148		Available	
252302	Mike	48	2008-01-01 16:13:47	00:01:50	+49 89 9636287	→	140		Available	
252301	Car	43	2008-01-01 16:11:57	00:02:36	+32 26 361691	→	135		Available	
252300	Dave	38	2008-01-01 16:10:05	00:02:36	+44 131 84834354	→	126		Available	
252299	Tom	73	2008-01-01 16:09:34	00:00:40	+49 69 6364573	→	165		Available	

Evaluation Form "Evaluation Form"

Introduction (+)

01 Level of preparation prior to receiving call (50)

02 Adherence to agreed call opening? (50)

03 Profiling Skills (+)

01 Identification of reason for call (questioning) (50)

02 Listening Skills (50)

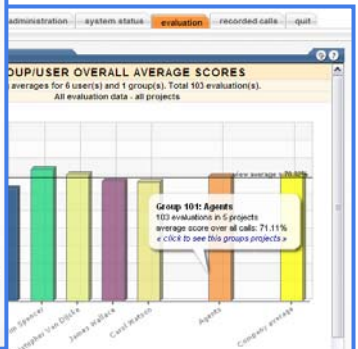
03 Ability to summarise details obtained to check accuracy? (50)

04 Attitude (+)

01 Ability to offer solutions and recommendations? (50)

02 Positivity and Jargon (50)

Evaluation of call #250687 made by user Susan Lee (Suse) on 2007-12-25 10:04:34. Total Score: **74 %**



Report options

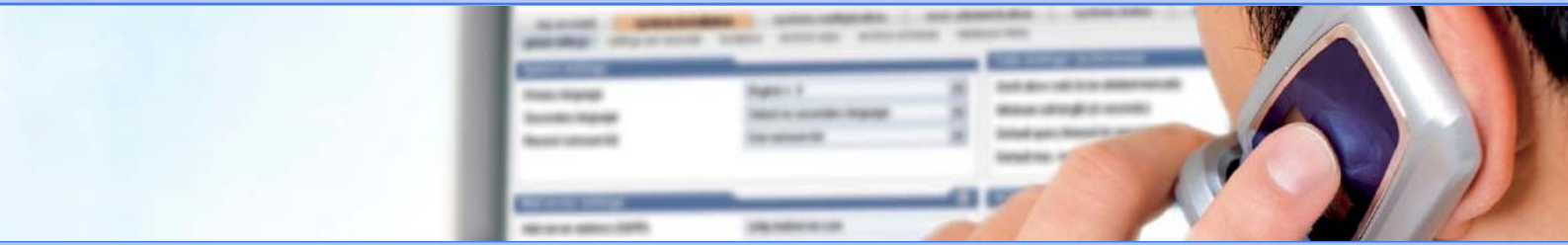
Show report data

Include empty entries

Reset form Generate chart

Evaluation report data

Print report Refresh chart Export



SCALABLE

Flexible recording and storage options that allow users to decide what gets recorded, saved, archived and to where. CyberTech recording solutions provide continuous, selective recording, or record-on-demand and rule-based archiving.

Unlimited channels for multimedia recording – CyberTech recording solutions can record from four to thousands of channels simultaneously, capturing voice, data, screen and radio communications.

Trunked radio - CyberTech is one of the few developers of recording solutions to have achieved Motorola Dimetra certification and compatibility with other major TETRA systems, including EADS.

Seamless upgrade path- Any input medium can be captured in hybrid environments and can be mixed in the same server platform, reducing costs and footprint.

RESILIENCE & SECURITY

Flexible storage and business continuity options – For maximum resilience, local online storage and remote archive are standard features of CyberTech recording solutions. CyberTech Pro supports archiving to any mass storage device (i.e. network attached storage and EMC), providing resilience and archiving flexibility for long-term online access to calls. By using database replication and mirroring, identical copies of the calls can be stored in multiple locations.

Secure, Tamper-proof recordings - CyberTech Pro uses the market's first 256 bit Rijndael AES audio encryption which, when coupled with MD5 fingerprinting, secures the audio files against unauthorised replay, alteration or editing. All CyberTech recordings can, for this reason, be used as admissible evidence in a court of law.

D-channel decoding - Recorded calls can be tagged with additional information without requiring CTI integration. CyberTech's unique digital decoding interfaces automatically tag recorded conversations, appropriately designating or assigning them by call type, dialled number and/or calling party number. Additionally, 20 user-defined information fields may be appended and used for rapid call retrieval.

INTEGRATIONS AND APPLICATIONS

CTI integrations – Additional call data or active VoIP recording is available with flexible CTI integration for all major PBX types.

Recorder API and SDK – These flexible and powerful tools allow you to easily integrate the CyberTech solutions with other third party applications.

Optional applications: Among these are QM evaluation (two trial licenses are included as standard), incident replay and last call replay.

SUPPORT

CyberTech solutions are installed and supported through a global network of specialists with advanced technical training. Customer support is available in real time and around the clock globally, and a rapid response is delivered to all requests for assistance, either remotely or onsite.



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