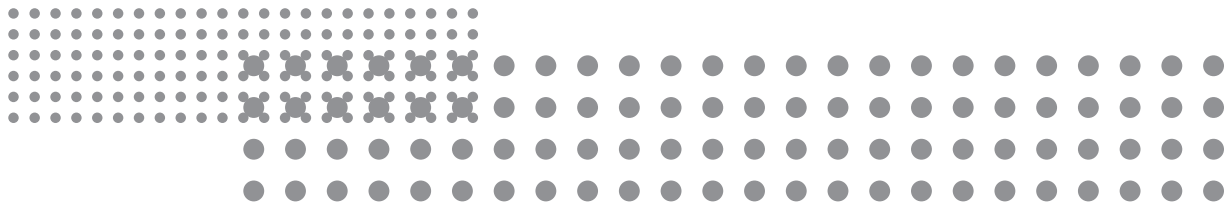


Alcatel-Lucent OmniPCX RECORD Suite

Delivering full-capture capability to today's Dynamic Enterprises through integrated recording and monitoring





Every organization today is expected to conduct itself with transparency and accountability to build and retain the trust of customers and partners and, in many sectors, to comply with laws and regulations. Having the ability to record transactions is often key: capturing for playback the conversations, keystrokes and data entries associated with every call or contact. The Alcatel-Lucent OmniPCX RECORD Suite provides small and medium-sized businesses with Web-based audio and video call recording and analysis tools that support quality assurance, accelerate customer issues resolution, boost loyalty and streamline employee training and monitoring. Seamlessly integrating into existing and newly installed Alcatel-Lucent OmniPCX Enterprise Communication Server environments, OmniPCX RECORD is easy to adopt and extremely cost effective.

When it all has to be on the record

Customer care. Transaction validation. Regulatory compliance. There are many drivers behind the need for comprehensive record keeping in today's digital, multimedia world. And the variety of records to be kept is increasing. For usability, precision and completeness, organizations need a recording solution that integrates with their daily ways of working, captures the right level of detail, and provides an easy means of retrieval when a given transaction needs to be retraced.

The Alcatel-Lucent OmniPCX RECORD Suite provides a feature-rich, seamless-to-integrate means of recording, analyzing and acting on customer information — not only for due diligence but also for business improvement. OmniPCX RECORD contributes to greater customer satisfaction and strengthens customer loyalty through faster follow-up and enhanced employee training.



GOING BEYOND THE CALL CENTER

Call centers are obvious environments for deploying recording and monitoring solutions. But a vast number of businesses outside the call center domain are doing the same — especially those required to comply with laws and regulations — including financial services organizations, utilities, healthcare providers, educational institutions, hospitality companies and public safety agencies.





Alcatel-Lucent OmniPCX RECORD Suite

The OmniPCX RECORD Suite is designed specifically for use with the Alcatel-Lucent OmniPCX Enterprise Communication Server platform. Integrating call recording and monitoring functionality directly into the OmniPCX telephony infrastructure, it provides a scalable, modular and affordable productivity toolset at a significantly lower cost than that of most other recording applications — making it ideal for small and medium-sized businesses that need to improve performance and reduce costs.

A fully featured suite of applications

The OmniPCX RECORD Suite enables the recording, monitoring and evaluation of employee-customer interactions through its easy-to-use, Web-based applications.

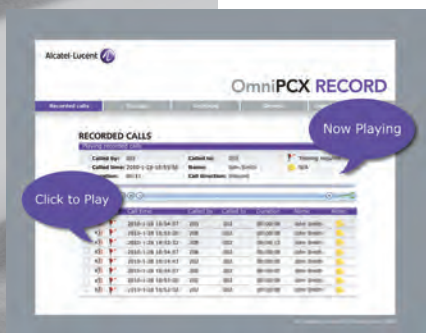


KEY FEATURES AT A GLANCE

- Total recording of all call traffic, including screen captures of agent desktop
- Web-based user interface for remote access, search and playback of archived recordings
- Robust security administration controls and encryption settings
- Annotation of calls with searchable notes and comments
- Flagging and grading of calls at multiple levels
- Recording of VoIP, analog, digital and mixed communications
- Complies with Payment Cards Industry (PCI) requirements for call recording systems
- Customized reporting
- Centralized recording in multi-node environments
- E-mailing of calls as file attachments
- Support of multiple audio file formats (MP3, GSM6.10, WAV)
- SIP phones supported via Packetizer Box
- Supports silent monitoring of calls
- Open API for integration
- Maximum of 400 voice recording channels and 100 simultaneous screen captures

RECORD

OmniPCX RECORD captures inbound and outbound calls from any analog, digital or IP extension number — including those of remote agents stationed away from your company's primary location. The application also handles call encryption and can be set up to limit access to authorized personnel only, providing unparalleled security.

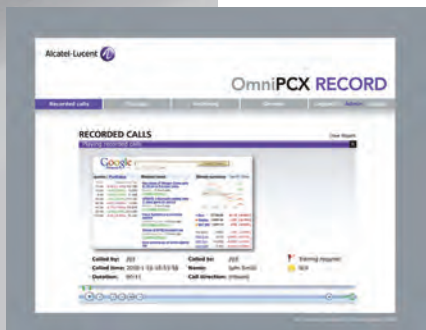


RECORD Web interface

- Playback embedded above search results
- Simplified playback — one click is all it takes
- Calls can be flagged for instant reference

CAPTURE

Sometimes audio isn't all you need. OmniPCX CAPTURE adds screen capture functionality to the RECORD application when the complete audiovisual history of a transaction is required — perfect for businesses where employees rely heavily on the Internet or other software to assist the customer.



CAPTURE Web interface

- Agent screen capture viewed from embedded screen within the RECORD application
- Capture window can be moved or resized to maximize use of screen real estate
- RECORD and CAPTURE applications hosted on a single server

COACH

OmniPCX COACH provides exceptional monitoring and review capabilities with its customizable "agent score cards." Through detailed quality reporting and evaluation of agent performance, COACH gives your business the tools to improve agent coaching and ensure quality control.



COACH Web interface

- Customizable score cards
- Easy-to-use scoring functionality
- Flexible reporting layouts
- Automated report scheduling and delivery



Substantial benefits for small and medium-sized businesses

- *Remote access and playback* – Web-based architecture makes it easy to locate and use recordings
- *Call recording for compliance* – Ensures correct information is given to consumers while maintaining audiovisual evidence of all transactions
- *Conflict resolution and verification* – Minimizes customer disputes and reduces liability when there is a clear record of what has transpired
- *Simplified agent training* – With a clear record of previous interactions, employees have a better understanding of desired performance
- *Advanced quality assurance* – As assessments are based on actual interactions, not training exercises, every call can be improved upon
- *Improved staff performance* – Individual calls can be tracked against company standards for achievement purposes
- *Minimal hardware required* – Only a single server needed to support a mixed IP/TDM environment



Easy integration for any type of connection

The OmniPCX RECORD Suite supports call recording in SIP, VoIP, analog, digital and mixed environments.

HIGH AVAILABILITY MODE

The OmniPCX RECORD Suite is fully optimized to take advantage of the OmniPCX Communication Server's High Availability mode. High Availability mode builds business continuity, and significantly decreases down time in the event of hardware failure by seamlessly scaling data to another system.

VoIP

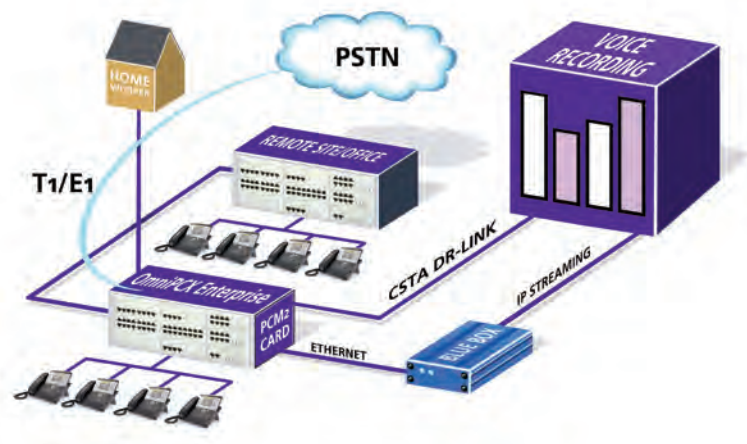
- Centralized recording
- Single connection to OmniPCX Enterprise Communication Server
- Support of multi-node environments

TDM

- Centralized recording
- PCM/2 card with 30-channel T1/E1 connectivity
- Fewer servers required compared with competitive offerings
- TDM converted to streaming IP with plug-and-play, solid-state Packetizer Box



OmniPCX RECORD works in conjunction with the OmniPCX Enterprise Communication Server infrastructure. Here, in a TDM environment, the DR-Link captures all attributes while the bluebox packetizer simplifies and streamlines TDM recording by converting all trunk-signaling to streaming IP.



WORLDWIDE EXCELLENCE IN ENTERPRISE SERVICES

The Enterprise Services team offers worldwide expertise in thousands of large-scale transformation projects, across all industries, in network integration, applications, security and support systems:

- 2500+ deployments and integrations per year
- 300+ development and integration experts
- 2500+ staff-years of service experience
- 1500+ staff-years of customization experience
- 3500+ staff-years of integration experience

Enabling the Dynamic Enterprise

The OmniPCX RECORD Suite is another step toward the realization of the Dynamic Enterprise — the successful interconnection of people, networks, processes and knowledge to best meet the needs of your customers.

By choosing Alcatel-Lucent as your partner, you draw on the knowledge and expertise of a global team of integration and development experts that specialize in enterprise communications. The Alcatel-Lucent Enterprise Services team is dedicated to working closely with you to define, adapt, develop and integrate tailored solutions that meet — and exceed — your expectations as you keep up with evolving business needs.



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For more information, please visit our web site at www.alcatel-lucent.com/enterprise/services or send an e-mail to professional.services@alcatel-lucent.com

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