

# Record it, Find it, Play it.

It's that simple.



## fusion SERIES 7™

Interaction recording and monitoring, quality assurance and multi-dimensional reporting tools

### Fast.

Anyone can record. The *key* is accessing the call record and the recording quickly and easily.

### Valuable.

The *value* is using the data that comes from that recording and call record. It's telecom business intelligence.

### Intelligent.

It's business intelligence you have at your fingertips to use every day.

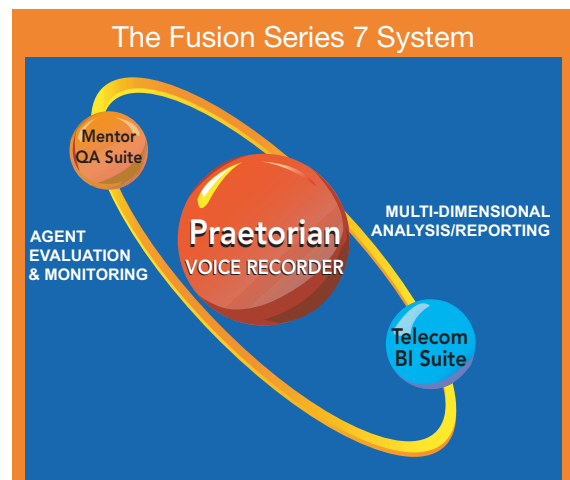
Whether you record full-time for compliance or risk management, or you record randomly for quality monitoring, **Fusion Series 7** provides tailored solutions that are fast and easy-to-use, will simplify complicated tasks, satisfy your strictest reliability standards and give you the best value for your dollar.

Fusion Series 7 was designed with a common-sense approach. Every solution starts with the **Praetorian Voice Recorder™**, a turn-key system for continuous, random, scheduled, API triggered (selective) or on-demand recording that digitally records and stores every agent-customer interaction.

Additional components are available to expand the capability and functionality of your Fusion Series 7 system.

The **Mentor QA Suite™** provides agent evaluation and screen capture. The **Telecom BI Suite™** incorporates multi-dimensional analysis and reporting, usage accounting, enterprise network licensing, multi-site integration, centralized collection/reporting and voice/data replication.

- **Monitor** and verify your phone and data transactions
- **Improve** your agents' performance and productivity
- **Optimize** your telecom resources and workforce assets
- **Visualize** a comprehensive view of your contact center's performance



No matter what your recording and monitoring needs are - analog, digital, VoIP, or analog radio signals, Fusion Series 7 delivers a system that is fast, easy-to-use, reliable and cost effective.

# Fusion Series 7

Powerful, industry-exclusive features.  
Tailor Fusion Series 7 to meet your exact needs and leverage the true power of your telecom data!

**AGENT EVALUATION & MONITORING**

Agent Evaluator

**Instant Retrieval**

**Mentor QA Suite**

Agent Evaluator

Screen Capture

**Multi-Dimensional Analysis/Reporting**

Enterprise Network Licensing

Report Commander Pro

Usage Accounting

Centralized Collection/Reporting

Voice/Data Replication

Multi-Site Integration

Report Commander Pro

Fusion Series 7 lets you

## unleash the power of business intelligence

## The Praetorian Voice Recorder

Date / Time	Duration	Station	Station Name	Flag	Attachment
11/21/02 08:37:24a	0:02:35	341	Kevin Hart	(RG)	
11/21/02 02:15:24p	0:01:37	346	Mickey Martin	(RI)	Quote for B134K:35
11/21/02 07:13:24p	0:01:49	329	Nadine Borgstrom	(RSI)	
11/23/02 04:22:12p	0:02:00	651	Jeff Tripp	(R)	
11/26/02 10:52:36a	0:01:29	329	Nadine Borgstrom	(RG)	New Policy B347X91
11/27/02 11:04:36a	0:02:35	341	Kevin Hart	(RI)	Service for W134K15
11/29/02 12:28:06p	0:01:46	329	Nadine Borgstrom	(RI)	[3 Rings]
11/29/02 04:26:42p	0:01:25	651	Jeff Tripp	(RS)	
12/04/02 09:33:54a	0:02:09	348	Tanya Parker	(RS)	
12/06/02 01:27:48p	0:05:25	651	Mickey Martin	(RI)	Service for W134K15
12/06/02 06:38:12p	0:01:46	329	Nadine Borgstrom	(RG)	
12/09/02 01:30:16p	0:01:30	651	Jeff Tripp	(R)	

Playback Control: Position 01:27:48.0p, Index=0.0 sec, Speed 100%

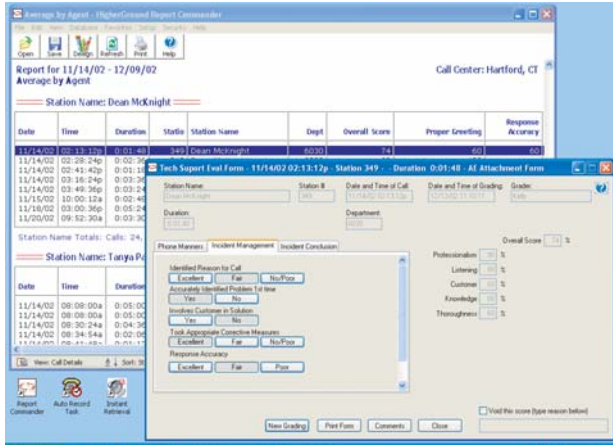
- Monitor and verify phone and data transactions
- Comply with regulations
- Avoid liability and minimize risk

The core of the Fusion Series 7 system, **Praetorian Voice Recorder**, provides full-time liability recording, random recording for quality monitoring and recording on demand. Praetorian lets you digitally record and store every agent-customer interaction to redundant hard drives and instantly find, access and replay any call recording—directly from the desktop. In addition, Praetorian routes call recordings via email and archives them to durable, space-saving, removable external hard drives for desktop access to unlimited hours of call recordings.

Praetorian includes **Report Commander™** for easy reporting and immediate statistics, **Voice Archiver** for unlimited storage, **Report Archiver** for storage of critical data, **Control Tower** for centralized management, **Instant Retrieval** for immediate access, **Real-Time Voice Monitor** for monitoring calls as they happen, **Digital Signature** for authenticity verification, **Instant Messaging** for real-time training and agent coaching, and a host of security and single-point control features.

# tools that put you in control

## The Mentor Quality Assurance Suite



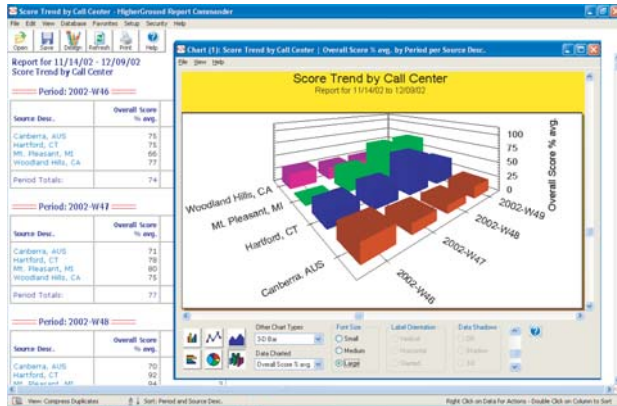
- Deliver top quality service to your customers
- Improve agent performance
- Deliver a consistent and accurate corporate message
- Understand and react quickly to customers' communications

The **Mentor QA Suite** enables contact center managers to easily evaluate agent performance, identify low-skill areas and set benchmarks for agent productivity. Increase customer satisfaction by monitoring and evaluating agents to identify training and coaching needs. Provide best practice procedures and examples for agents to help them learn to handle calls more effectively and efficiently—the first time.

Mentor includes the **Agent Evaluator** which offers real-time or playback evaluation of calls, detailed scoring reports and exception reports, extensive sorting and filtering and instant email feedback.

Another special Mentor application is **Screen Capture**, which records workstation screen actions and replays them in sync with voice recordings. Screen Capture also tracks screen titles and controls screens remotely.

## The Telecom Business Intelligence Suite



- Reveal business intelligence to support sound decision-making
- Enhance the knowledge available for every call recording through data integrations
- Fill the business intelligence void in your contact center
- Simplify analysis with multi-dimensional graphical representation
- Increase productivity by optimizing telecom resources

The **Telecom BI Suite** is a flexible and easy-to-use contact center analysis and reporting tool that enables you to gather telecom business intelligence using customized KPIs, enabling a comprehensive view of contact center performance.

The core of the Telecom BI Suite is the **Report Commander Pro™** which integrates data collected from the PBX or ACD system, as well as CTI and enterprise databases to account numbers, companies and contacts in customer record databases, and to call recordings, screen captures and attachments to calls; all in a single, intuitive interface for data analysis, secure intelligence and report generation on virtually any criteria.

Telecom BI options include **Usage and Cost Accounting** that reports on tele-statistics, **Enterprise Network Licensing** that supports multiple users, **Multi-Site Integration** that centrally generates reports from separate sites, **Centralized Collection/Reporting** that combines data for integrated reports and **Voice/Data Replication** for redundancy and disaster recovery.

## Client Support and Professional Services

Fusion Series 7 is backed by the ultimate in service and support.

- **Made-to-order project plans from HigherGround Professional Services.** Service that is with you every step of the way. Our experienced, certified team works with you to define exactly what you need, provide clear, precise pre-installation requirements and create a well thought out project plan.
- **Identify activities that threaten your uptime.** Automatic proactive alarms monitor over 250 hardware and software items. In most cases our certified technicians fix any problems before you know they have occurred.
- **Stay on the leading edge of technology with automatic updating.** Receive free software updates throughout the duration of your support contract and stay current with market trends.
- **Get your higher education with HigherGround.** Introductory HigherGround University training courses for users and administrators are included in your purchase. Online or classroom sessions available.
- **Stay alive with I'm Alive™ notification service.** This industry exclusive feature ensures reliability by calling the Fusion Series 7 server nightly to say "I'm alive." If we don't get the call, our certified technicians take immediate action.
- **Support the way you want it, when you want it.** Online and voice support by certified technicians. Program engineers are available for consultation.

## Fusion Series 7 is lightning fast and remarkably easy-to-use

Save time with easy search and retrieval.

- **Search engine-based solution.** Fusion Series 7 processes up to 60,000 call records per second.
- **Instant Retrieval.** Access and instantly replay recordings directly from your desktop; speed up play or slow it down for greater clarity. Email recordings with one click.

Versatile media options.

- **Store digital recordings online** for instant desktop access to unlimited recording hours with RAIDs (Redundant Array of Inexpensive Drives).
- **Archive recordings automatically** to space-saving, removable external hard drives.

Control with confidence.

- **Centralized management.** Control access to data and recordings, even across multiple sites, from a single console.
- **Intuitive Interface.** The interface is self-explanatory with Windows functionality so you'll be up and running in minutes.

## Fusion Series 7 offers simplified analysis and reporting

Increase productivity. Reveal your true contact center performance.

**Report Commander Pro™**, integrates data inputs from your PBX, CTI, ACD and other connections to call recordings and enterprise databases, producing valuable telecom business intelligence.

- **Design live reports.** Sort, filter, compress and expand within your report. No need to re-query or design another report.
- **Analyze data like a pro.** You don't have to be technically savvy to use this intuitive tool. The simple design (despite the complex structured and unstructured data inputs) makes it easy-to-use.

Avoid analysis paralysis. Make well-supported decisions.

- **Uncomplicate analytics.** Just click on 3D charts and graphs to drill down to more detailed data or expand for summary data.
- **Simplify reporting tasks.** Graphical data brings dormant intelligence to the surface, and frees up valuable time previously spent slogging through spreadsheets.
- **Crystalize decision paths.** Answer questions you couldn't answer. Answer questions you didn't know you had.

## Fusion Series 7 provides more functionality for less cost of ownership

Enormous value. No hidden costs.

- **Flexible license agreements:**
  - Pay only for workstation licenses, no matter how many agents use them, with Praetorian Voice Recorder and Mentor QA Suite.
  - Pay only for individual agent and supervisor licenses or select a site license for all your representatives with Agent Evaluator.
  - Support unlimited users without cost of search/playback licenses.
- **No canned packages.** Systems are tailored to your specific needs. Pay only for what you need.
- **No costly proprietary hardware.**
- **First year maintenance and support included** in purchase price.
- **Flexible maintenance contracts.**
- **Flexible and compelling purchasing options** including leasing and trade-in programs.
- **Reduced labor costs.** Accessing data directly from your desktop is more efficient than changing tapes.

## Fusion Series 7 surpasses reliability standards and exceeds your strictest requirements

Stay up and running.

- **Industry exclusive I'm Alive™ notification service** ensures system uptime by calling in nightly to say "I'm alive." If we don't get the call, our technicians take immediate action.
- **Task Master.** Built-in application monitoring ensures proper functionality. If an application malfunctions, Task Master automatically re-launches until the system stabilizes or sends alarm notifications. Your system stays up and running—no matter what.
- **System monitoring.** Fusion Series 7 monitors over 250 hardware and software items, detects suspicious activity or system outages that threaten uptime and automatically reports them. Based on status, alarms are sent to you or our certified technicians.

## Fusion Series 7 wins technical approval with leading-edge functionality

Fusion Series 7 is built with a common sense approach to software design and maintenance.

- **Distributed online storage** with RAIDs (Redundant Array of Inexpensive Drives) that enable data storage on your LAN/WAN.
- **Overall redundancy** in alarm monitoring, power supplies, hard drives and other hardware components.
- **Fault tolerant design.** If your network goes down, the Praetorian recorder keeps recordings until it is back up, so no data is lost.
- **Open architecture** compatible with standard hardware, software, media players, email and enterprise applications. Ensures system longevity.
- **Thin client philosophy.** Applications reside on our server, not on your drive, to optimize your system's resources.