

Do you know what you're missing?  
**Find out fast.**

Record, retrieve and replay.

# praetorian VOICE RECORDER™

Continuous, scheduled, random, API triggered (selective) and on-demand recording

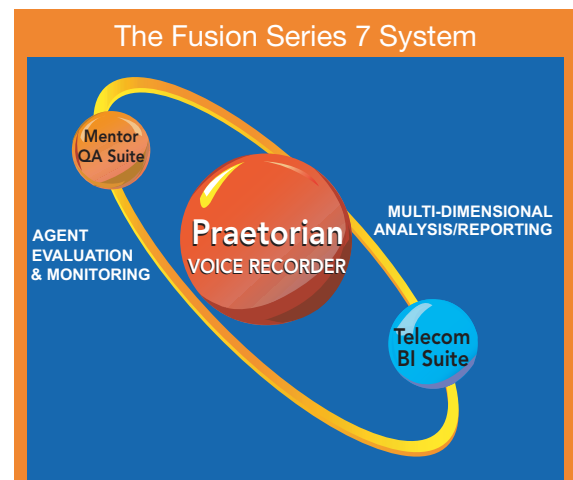
Every **Fusion Series 7™** solution starts with the **Praetorian Voice Recorder™**, a turn-key recording system for continuous, scheduled, random, API triggered (selective) and on-demand recording.

Digitally record and store every agent-customer interaction to redundant hard drives; instantly find, access and replay any call recording — directly from the desktop; route call recordings via email and archive recordings to durable, space-saving, removable hard drives for desktop access to unlimited hours of call recordings. Praetorian provides complete system capability for instant call retrieval, easy reporting, automatic archiving, instant messaging and a host of other security and single-point control features.

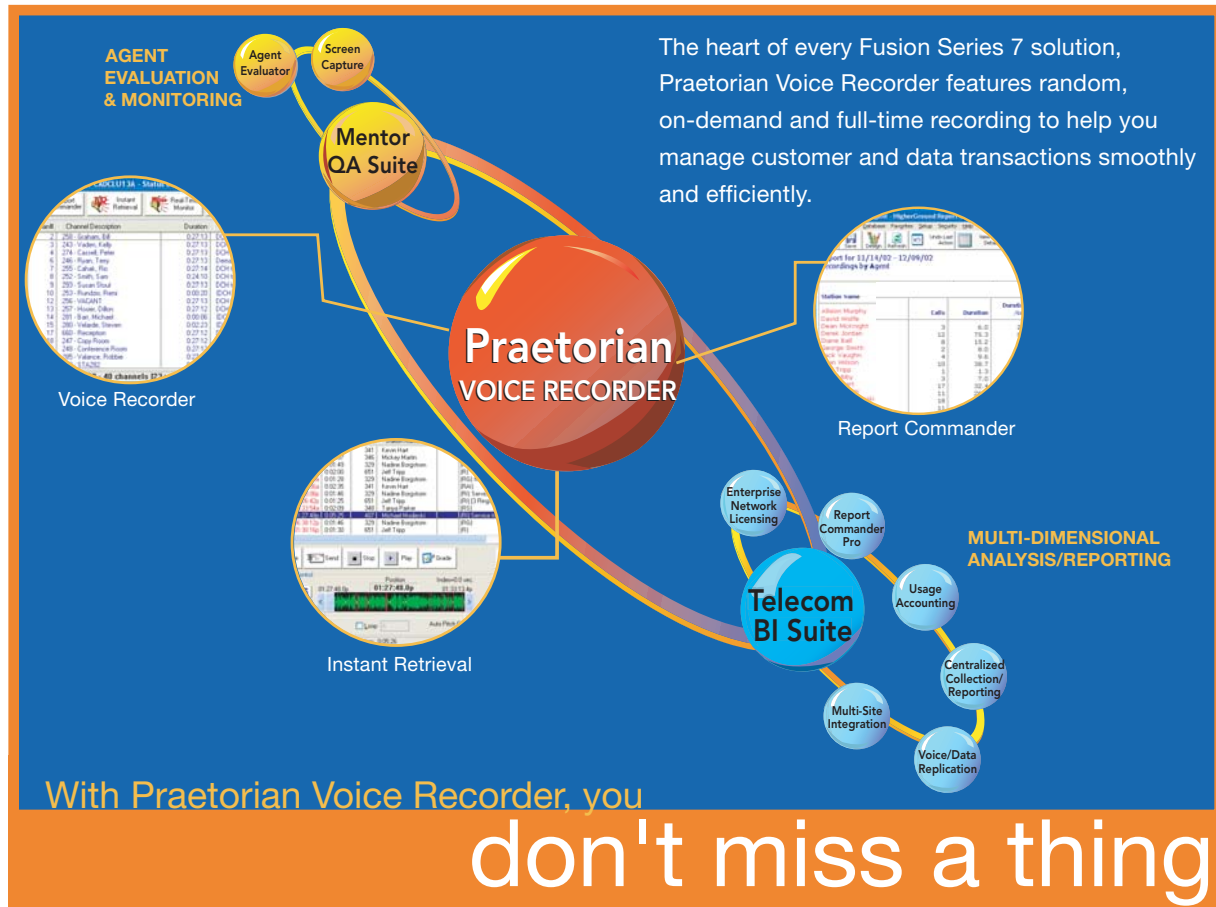
No matter what your recording and monitoring needs are, Fusion Series 7 will deliver a system that is fast, easy-to-use, reliable and cost effective.

In addition to the Praetorian Voice Recorder, the Fusion Series 7 system provides a comprehensive array of solutions for evaluation and multi-dimensional reporting. The **Mentor QA Suite™** offers agent evaluation and screen capture to monitor and verify phone and data transactions and fine tune agent performance. The **Telecom BI Suite™** provides multi-dimensional analysis/reporting to access telecom business intelligence, presenting an in-depth and comprehensive view of your contact center that allows you to optimize resources and improve profitability.

- **Reduce** cost and waste of chasing down baseless claims
- **Resolve** customer disputes
- **Verify** and monitor phone and data transactions
- **Comply** with government and industry regulations
- **Protect** against liability and minimize risk

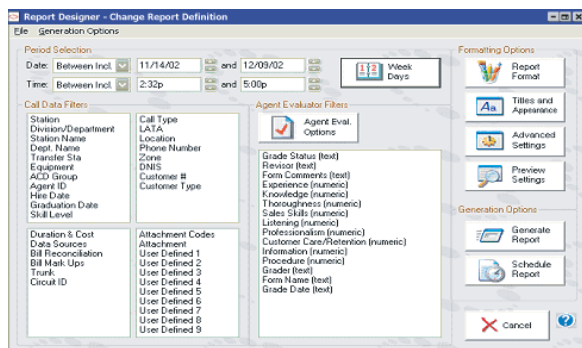


# Praetorian Voice Recorder



## The Praetorian Voice Recorder

Full-time liability recording, random or scheduled recording for quality monitoring and on-demand recording.



### Lose Nothing in the Translation

**Record continuously to central, redundant hard drives.** Recording calls to hard drives reduces interruptions, hardware intervention and maintenance.

### Improve Agent Performance

**Record randomly or on schedules** for quality monitoring.

### Record What You Want, When You Want

**Record on-demand.** Initiate recording at your discretion.

### When It's Really Off the Record - Keep It Off

**Do not record.** Designate users who are normally recorded the privilege to stop a recording in progress. Protect privacy and sensitive matters.

### Tag and Flag Calls to Search, Sort, and Classify Calls Instantly

**Flag calls needing special attention** with user-defined text that makes searching, sorting, and classifying calls a snap. Tag portions of calls to skip irrelevant details and focus on what's important.

## Expand Your System Capability

To enhance your recording system with added functionality and a more comprehensive view of your contact center, choose from additional components for agent evaluation or analysis and reporting.

### mentor QA SUITE™

**Mentor Quality Assurance Suite** offers agent evaluation and screen capture. Easily evaluate agent performance, identify low-skill areas and set benchmarks for agent productivity. The Mentor QA Suite™ includes Agent Evaluator and Screen Capture.

### telecom BI SUITE™

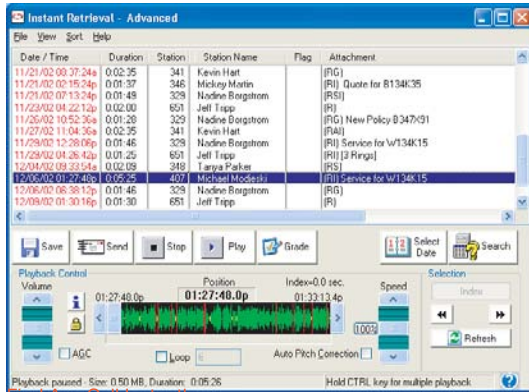
**Telecom Business Intelligence Suite** offers multi-dimensional analysis and reporting, usage accounting, enterprise network licensing, multi-site integration, centralized collection/reporting and voice/data replication.

The Telecom BI Suite™ is a flexible and easy-to-use contact center analysis and reporting tool that provides instant access to the KPIs most important to your business and a comprehensive view of contact center performance.

# record, retrieve and replay

## Instant Retrieval

Instant call retrieval.



Find Any Call Instantly

**Find recordings instantly** using a variety of one-click filters and sorts.

**Accurately Re-create Incidents**

**Synchronize multiple recording playbacks** by time stamp to accurately re-create an incident including time overlaps and gaps between recordings.

**Save Time**

**Play recordings consecutively** without reconstructing the original time sequence. Save time by skipping gaps and overlaps.

**Don't Worry About Remembering Every Little Detail**

**Search by attachment fields.** Find calls by whatever you can remember, such as date, time, duration, station number, station name, flag, attachments and other user-defined fields.

**Conduct Real-Time Training**

**Instant Messaging** sends messages to help coach agents through difficult calls, conduct real-time training and communicate critical updates.

## Real-Time Voice Monitor

Monitor calls in real-time.

**Play It Again, Sam**

**Last Call Search** enables users of Real-Time Voice Monitor to quickly go back to the beginning of a call that is in progress or check the last call of an agent who is not currently on the phone.

**Immediate Review**

**Store up to 10 minutes of audio in real-time**, providing a quick and easy review of individuals or groups of agents.

## Voice and Report Archivers

Virtually unlimited storage for call recordings and critical data - available at your fingertips.

**Save Space and Money**

**Archive to reliable, space-saving, removable external hard drives.** Condense an entire room of tape recordings to a single rack server. (Tape and DVD archiving also available.)

**Protect Against Outages and Failures**

**Store recordings on mirrored hard drives (RAIDs)** to protect against outages, equipment failures and disasters.

## Control Tower

Centralized management with robust security controls.

**Take Control Without Leaving Your Desk**

**Single-point administrative control.** Monitor your system, manage recordings and retrieve data from a designated workstation.

**Control Access to Confidential Information**

**Define user privileges.** Grant full or partial access to data for individuals, departments or specified groups. Users only see the information you want them to see and are allowed to perform only those tasks for which they have permission.

**Ensure that Recordings Aren't Altered**

**Digital Signature** verifies authenticity and ensures that a stored recording has not been altered or tampered with.

**Guarantee Executive Privacy Privilege**

**Keep it private.** All call records, recordings and other information regarding a user are hidden and invisible to other users.

**Maintain Thorough Records**

**Audit usage.** Access a complete log of recording, retrieval and system activity.

## Report Commander

Call reporting.

Station Name	Calls	Duration	Duration /Call
Allison Murphy	3	6.0	2.0
David Wolfe	12	75.3	6.2
Dean McInight	8	15.2	1.9
Donk Jordan	2	8.0	4.0
Diane Ball	4	9.6	2.4
George Smith	10	39.7	3.9
Jack Vaughn	1	1.3	1.3
Jean Wilson	3	7.0	2.3
Jeff Tripp	17	32.4	1.9
Jim Cubby	11	26.6	2.4
Kevin Hart	19	35.6	1.9
Lars Astrom	11	16.4	1.5
Michael Modjeski	1	5.4	5.4
Mickey Martin	11	20.9	1.9

**Distribute Calls With Ease**

**Route call recordings via email.** Attach call recordings (.WAV format) to email for easy distribution.

**Reports that Virtually Design Themselves**

**Design with live data.** Organize your information easily. Sort, filter, compress and expand within your report. No need to re-query or redesign another report.

**Get the Whole Picture in a Snap**

**Quick recording statistics** via the information button. Automatically display recording activity for a defined set of stations and a specified period of time. No need to design a report.

**Export in Virtually Any Format**

**Report on recordings, date, time, station and call duration.** Export data as ASCII text, comma-delimited files or HTML files for import into your corporate database, intranet or favorite formatting program. Automatically export reports into Excel in one easy step.

**Make Your Systems Talk to Each Other**

**Capture DTMF** (dual tone multi-frequency) or touch tones and attach the numbers represented by the tones to the recording. Ring Counter counts the number of rings before the agent answers the call. Digital/Analog/T1 taps provide trunk-side, station-side and handset tap connectivity with analog and digital station sets.

## Praetorian Voice Recorder 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.

## Praetorian Voice Recorder 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 certified 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.

## Praetorian Voice Recorder 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.

## Praetorian Voice Recorder 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 will be 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.



## Client Support and Professional Services

HigherGround's 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.** Receive free software updates throughout the duration of your support contract.
- **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.



MX Digital Ltd.  
7 -9 Dunley Hill Court,  
Ranmore, Dorking,  
Surrey, RH5 6SX.

E-mail: sales@mxdigital.co.uk  
Web: www.mxdigital.co.uk

Tel: 0870 777 2008  
Fax: 0870 777 2009