

TeleRecall

The Performance Monitoring System



Telecommunications Recording (TCR) is vital in the Public Safety, Banking, Insurance and Call Centers domains. It is consequently a business necessity that all such instructions are recorded as they constitute a transaction Audit trail to comply with federal and state regulations. In a customer care environment it becomes imperative to monitor the CSR conversation for measurement, improvement and reward purpose.

Alliance Tele-Recall is a state-of-the art Windows NT based Voice Recording and Monitoring system. It runs on a standard/industrial grade server, is based on open standards, and is GUI interfaced. This system works well with all digital and analog phone systems. It is extremely easy to use and will quickly retrieve all calls with the simple point and click of mouse.

Benefits

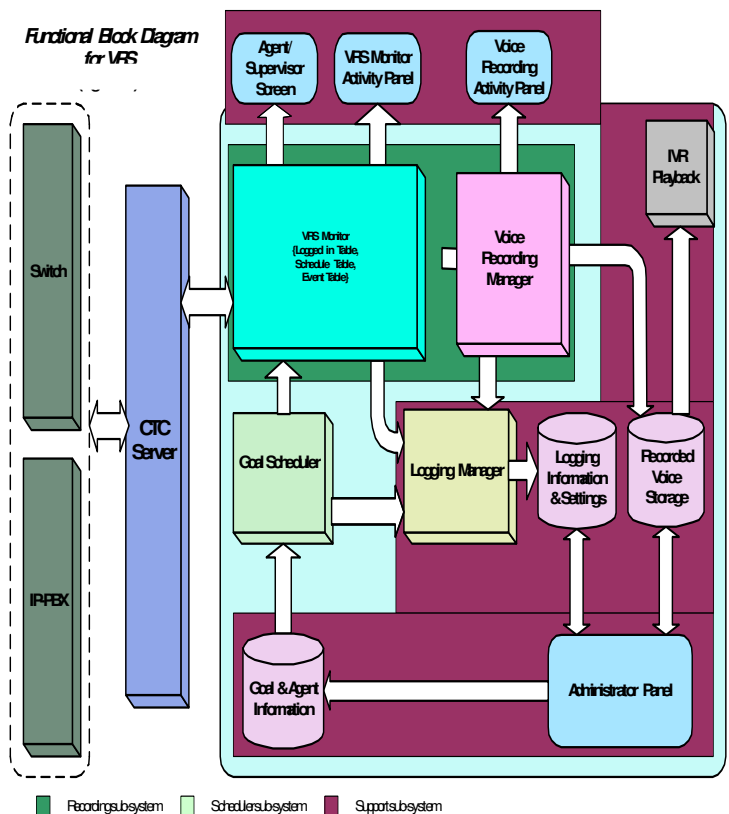
With the understanding any company handling value transaction (telephone conversation in which critical information is transferred) need to record every telephone call for liability protection purpose. Teleservice, Telebanking, Telemarketing, Financial trading are just a few example that require telephone call logging for verification and dispute resolution. Alliance Tele-Recall is the solution!

- Maximizing CSR's skill levels and helps in retention
- Identifying business processes that leads to customer satisfaction & quality service
- Measuring and rewarding performance
- Enable to resolve disputes over the event surrounding transactions.
- Helps in capturing suspicious or malicious calls for analysis

Features

- Server Based solution designed to provide high quality recording of phone conversation.
- Recording is digitally stored on the hard disk/ NAS with high quality compression enabling 100 hours of talk time on 1 GB of disk space.
- Files can be played back on the Multimedia PC /remotely/ calling in/ call out
- Compact, self contained, and easy to install, maintain, upgrade, and operate.
- Searching of the call record by date, time, number or channel.
- Caller ID (CLID) capture of incoming and outbound call numbers.
- Integration with SMTP /IMAP mail server for mailing of WAV file/s.
- Archive all or selected calls to CD-R.
- Multilevel Password security.
- Call Tagging for easy location of call.
- Scheduling based on parameters
- Recording through CT Connect, parallel, barge-in.
- Grading scale available for quality representatives for marking /commenting a call
- Scores based on site, groups, team leader and CSRs

Block Diagram

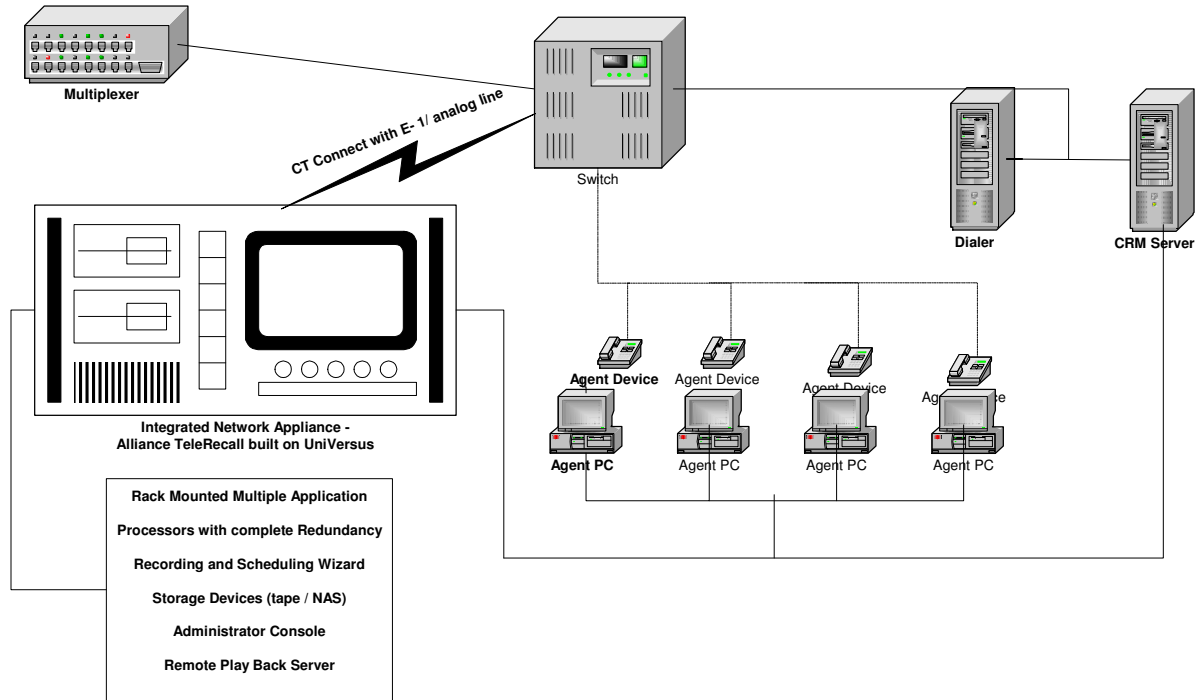


TeleRecall Server

- Xeon / P IV
- 512 MB RAM
- 36.2*4 HDD (depends upon sizing)
- Multimedia
- Logging Resource



Network Architecture



The picture above depicts the network architecture for TeleRecall deployment. The rack mounted TeleRecall server interacts with the telecom switch on analog /digital voice path. It is hosted on LAN and interacts with the CSR machine/s, CRM server and the middleware server (if provided by switch). Depending upon the rules and logics set by administrator, recording session is initiated for an agent / set of agents along with set parameters like time of the day, day of week, channel, CLID, ANIS etc.

Real time monitoring facility enables the supervisor / listener to hear live conversations between the CSR and customer. The recorded files are ready for analysis and grading purpose once the authorized department chooses to do so.

Periodic backup and archival is possible through the network. Historic Call statistics give a 360-degree view of the facility on goal adherence, scores and CSR performance.

Compatibility (CT Connect) -Telecom switches

Switch/ACD	Switch Interface/Protocol.	Physical Data Link
Alcatel 4200 and 4400	CSTA	TCP/IP
Avaya DEFINITY	CallVisor ASAI G3 V3 CallVisor ASAI G3 V4 or later	ISDN ISDN or TCP/IP
ECI Telecom	CSTA	TCP/IP
Ericsson ACP1000	CSTA	TCP/IP
Ericsson MD110	Application Link BC8 & BC9	TCP/IP
Nortel Meridian 1	Meridian Link Rel 4B or 5	TCP/IP
Nortel Symposium Call Center Server	Meridian Link Services	TCP/IP
Siemens HICOM 300	CSTA	TCP/IP

Connectivity

Sr. No.	Connectivity	Description
1	Connectivity to telecom switches	E1 R2MF / T1 / ISDN PRI / Analog / Digital
2	Technologies Used	Intel Dialogic Global Call / CT Connect CT Media, parallel tap, barge-in single step
3	Third Party (workforce management, CRM, BI tool, Quality process module	ODBC, Proprietary / Open APIs / Screen scraping
4	Mail Infrastructure	IMAP/POP3/VPIM/SMTP/SMPP
5	Wireless Devices	GSM phone, Palm/ Pagers, CDMA, SIM toolkit
6	Operating System	Windows NT 2000/LINUX