

ARCANE ENTERPRISE INTEGRATION SERVER

Alliance Introduces a new

Advanced Voice Analytic Platform

1.0 Introduction to ARCANE ENTERPRISE INTEGRATION SERVER-AEIS

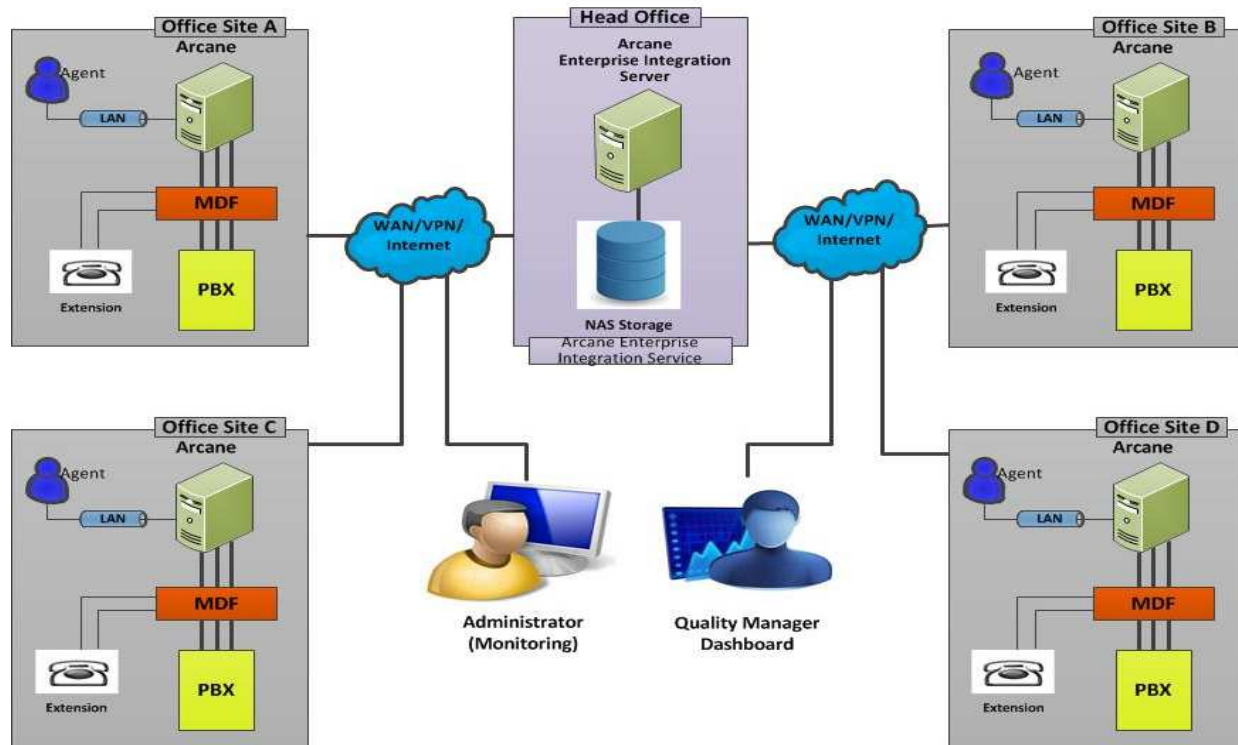
Alliance Infotech provides Enterprise Integration Server -AEIS which is the comprehensive Voice Analytic platform for-

- Monitoring & Managing distributed heterogeneous voice capturing end pts. in an enterprise.
- Creating a Secured Centralized voice storage repository.
- Performing Advanced Voice Analytics for quality management, performance appraisal & meeting statutory compliances.

2.0 Benefits of AEIS

- Ensure proper quality monitoring
- Improved Efficiency
- Investigating tools leading to improvements
- Organized storage: Cross check and other verifications
- Easy archival of data.
- Integration drives access from anywhere, anytime & any data.
- Guarantees significant ROI
- Flexible & Customized: Easy to implement and use
- Low reoccurring costs

3.0 Network Diagram of AEIS



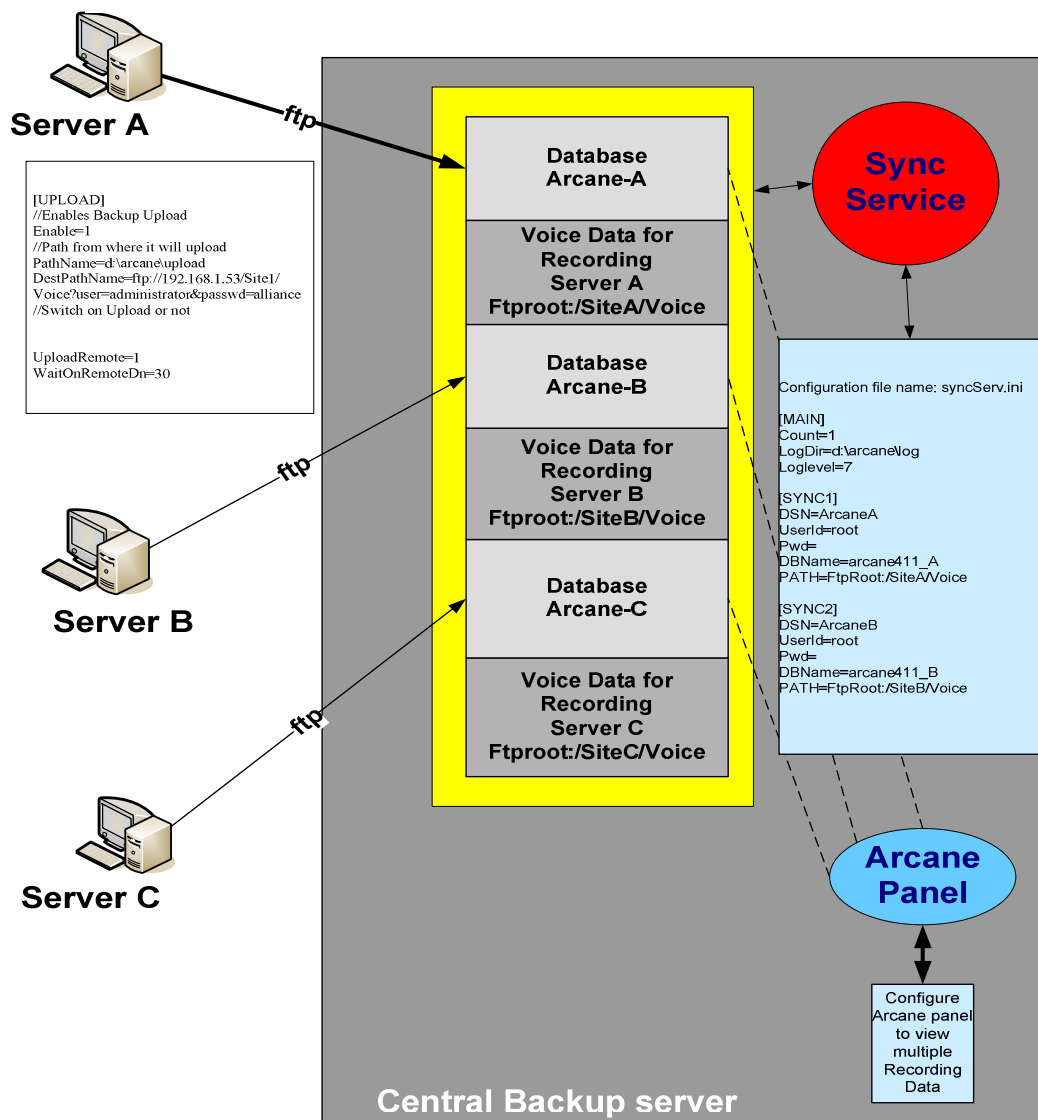
4.0 Architecture of AEIS Logging

1. Introduction

This sub-system can push data to a central place. The pushing method is based on ftp. At the central backup server, the data is stored separately for each recording server. This can be viewed from single unified panel. When the link is down, the push service retries till it reaches.

2. Sub-system Architecture

Central Backup Server Synchronization



*

5.0 Requirement from Customer

| | |
|-------------------------------|--|
| Operating System | Windows Server 2008 R2 Standard or above |
| RAM | 8 GB or above |
| SQL Server | SQL Server 2008 R2 or above |
| Framework | 4.5 |
| IIS | 7.0 or above |
| Additional Tools | Log Parser 2.2 |
| FTP Server Role Enable | Yes |
| Storage | Depends on no of Calls per day |

6.0 Need of AEIS

1. To get over old traditional manual & rigorous quality monitoring methods
2. Code of compliance to maintain call records for audit
3. Easy deployment, more affordable than ever with low reoccurring costs
4. Maintaining multiple branches due to Secured Centralized storage
5. Performance Monitoring & Management
6. Easy deployment, more affordable than ever with low reoccurring costs
7. Customized Evaluation

7.0 Customers

Award winning ARCANE Call Recording Solution now enabled to offer you a Centralized Storage/Monitoring/Quality Management over your existing Virtual Private Network or the Cloud.



8.0 Screen Shot – Dash Board

Site Details Active Partial Down

Select Site GO Last 5 calls updated

| Site | Tapping No | Call Type | Number | Start Time | Duration |
|--------|------------|-----------|-------------|--------------------|----------|
| UC2000 | PRIYANKA | OUT | 01145609999 | Dec 12 2013 3:40PM | 00:00:00 |
| UC2000 | PRIYANKA | OUT | 01130611900 | Dec 12 2013 3:29PM | 00:00:00 |
| UC2000 | PRIYANKA | OUT | 01122750380 | Dec 12 2013 3:25PM | 00:00:00 |
| UC2000 | PRIYANKA | OUT | 01127903333 | Dec 12 2013 3:24PM | 00:00:10 |
| UC2000 | PRIYANKA | OUT | 01127907000 | Dec 12 2013 3:22PM | 00:00:00 |

Select Site GO Site Wise Breakup

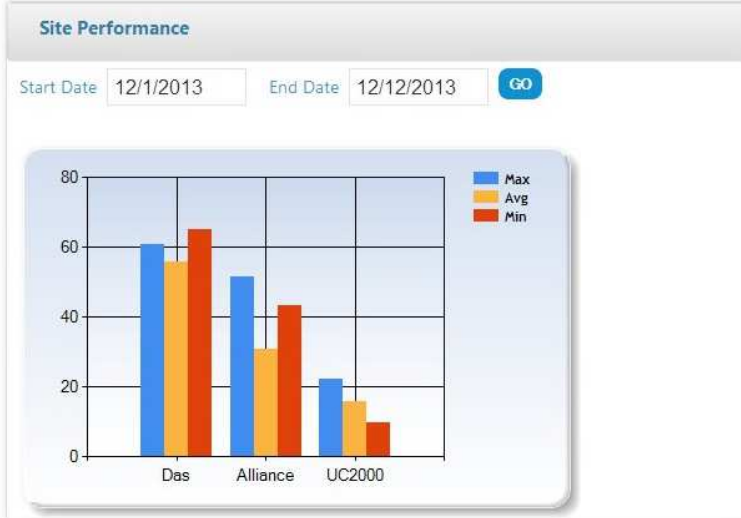
| Site | No Of Channels | Last Seen At | Time Since Last Connect | Last Transferred At | Time Since Last Transfer | Free Space | Recordings |
|--------|----------------|--------------------|-------------------------|---------------------|--------------------------|-------------|------------|
| UC2000 | 30 | Dec 12 2013 3:48PM | 00:04:45 | Dec 12 2013 3:43PM | 00:09:51 | 379.89 (GB) | 39.98 (MB) |

Statistics

| | |
|---------------------------|---------|
| Number of Sites | 1 |
| Sites Working | 1 |
| Sites Down | 0 |
| No Of Channels | 30 |
| Total Calls Today | 22 |
| Total Data Transfer Today | 0.00 MB |

Alerts

| Logger Down | Low Disk Space |
|-----------------|-----------------|
| No Record Found | No Record Found |



Top Scorer

Region Branch

Site Name GO

| Site Name | Agent Name | Supervisor Name | Agent Score |
|-----------|------------|-----------------|-------------|
| UC2000 | PRIYANKA | | 21.93 |
| UC2000 | PRIYANKA | | 9.67 |

9.0 Feature List

| ARCANE ENTERPRISE INTEGRATED SERVER | | |
|-------------------------------------|-------------------------------------|---|
| Sl.No | Features | |
| 1 | Dash Board | |
| | | Last 5 Calls |
| | | Site wise Breakup |
| | | Statistics |
| | | Alerts |
| | | Site Performance |
| | | Top Scorer |
| | Alerts and Notifications | |
| | | Disk Full |
| | | Ports Down |
| | | Site Performance |
| | | Site Performance alert |
| | Quality Forms and Monitoring | |
| | | Assignment |
| | | Creation of Bucket |
| | | Assigning Evaluation Template to a Bucket |
| | | Assigning QA to a Bucket |
| | | Evaluations |
| | Template Creations | |
| | | Building Custom Template |
| | | Question Group Management |
| | | Add/Delete/Modify Question Group |
| | | Question Bank Management |
| | | Add/Delete/Modify Question |
| | | Evaluation Template Management |
| | | Add/Delete/Modify Template |

| | | |
|--|---------------------------------|---|
| | | Question Set |
| | | Calling Purpose Definition Management |
| | | Add/Delete/Modify Calling Purpose Definition |
| | | Save & next button in Evaluation |
| | Site and User Management | |
| | | User Information |
| | | Add/Delete/Modify User |
| | | Role Information |
| | | Add/Delete/Modify User Roles |
| | | Site Information |
| | | Add/Delete/Modify Sites/Recording Sites |
| | | Site Search |
| | | Site Recording |
| | | Searching Region wise, Branch wise Site wise |
| | | Creation of Brach /Edit/add/delete/modify |
| | Search and Filters | Datewise |
| | | Tapping Number |
| | | Called Party |
| | | Supervisor Name |
| | | Agent Name |
| | | Port Number |
| | | Playing a Record |
| | Quality Reports | |
| | | Total Template and Details Average Score AgentWise Agent Score TemplateWise Evaluation Report Template Wise Summarized Disposition Report Summarized Disposition/Resolution Report |

| | | |
|--|---|--|
| | | Supervisor Trend Report |
| | AEIS Reports | |
| | | Total Logger Data Transfer Region Wise Total Logger Data Transfer Branch Wise Total Logger Data Transfer Site Wise Total Calls Region Wise Total Calls Branch Wise Total Calls Site Wise Missed Calls Info Report Missed Calls Summary Report |
| | Administration and Maintenance Panel | |
| | | Company Management |
| | | Managing Resources for Sites |
| | | Site Approval |
| | | Licence Generation and uploading Creating Upload Config file for FTP |
| | | Backup and restore of Data for company/Sites |
| <p>This sheet, meant for authorized use only, is the sole property of Alliance Infotech and contains proprietary material or confidential information and/or be subject to legal privilege. They should not be copied, disclosed to, or used by any other party.</p> | | |