

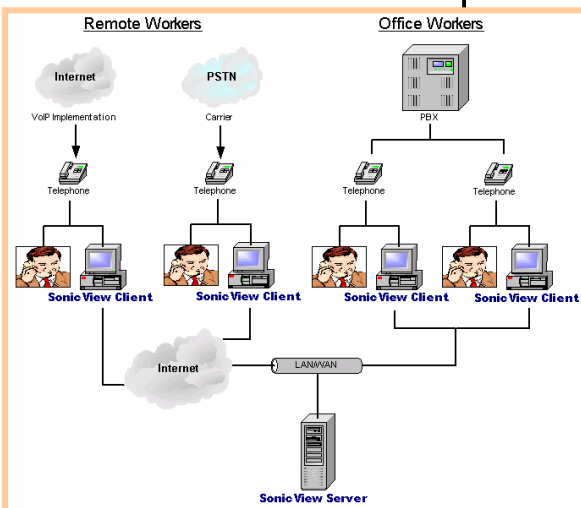


Call recording is a valuable tool to help businesses improve customer service, increase agent productivity and meet legal and training requirements. The demand for call recording solutions has increased dramatically in recent years to meet these business needs. TriVium Systems, a leader in call management and business productivity tools, offers **SonicView** as an affordable, innovative call recording solution to meet the needs of small and midsize businesses.

SonicView is a real-time, on-demand call recording tool, allowing agents the ability to record, note and tag calls for review. Using unique agent login ID's, managers can easily search and review agent activity and recordings. Integrated with CallAnalyst and enhanced by the search capabilities, SonicView recordings are seamlessly linked with call data to provide managers with a unique, complete reporting and recording playback tool.

Key benefits of **SonicView** include:

- **Seamless integration with CallAnalyst**
 - SonicView reconciles recordings with specific call information to provide a complete view and understanding of agent/customer interactions
 - Centralized data storage and playback – minimize administration and maintenance costs
 - Comprehensive search capabilities to quickly find call recordings by date, Caller ID, account code, agent ID...
- **Call Recording**
 - On-demand recording
 - Record the calls you need - conference and sales calls
 - Station-side recording - all through the handset
 - Standard playback formats and compression
 - .mp3
 - .WAV
 - Use supervisor desktop access to playback call recordings from any networked PC
- **Need to highlight important call recordings for later access?**
 - Flag call recordings with priority for immediate review
 - Enter important notes about accounts history, specific needs, unique circumstances...
 - Create customized labels like invoice numbers, account codes, etc. to tag recordings with specific information. Quickly determine the subject of the recording with these customized labels and use them for review later
- **Intuitive User Interface...**
 - SonicView's intuitive toolbar provides agents an easy way to adjust recording settings and view the status of current recordings.
 - Let SonicView apply optimized recording settings with just a few clicks.
 - Recent recordings – SonicView's adjustable cache stores the most recent recordings for quick reference, review and call wrap-up.

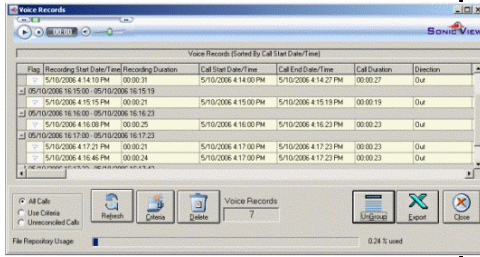


Sample SonicView implementations



SonicView puts you in control of quality assurance and liability recording related needs. Easy access to recordings and data help companies make the proper adjustments to increase sales leads and customer service. Additional SonicView features include:

- *Secure recordings* – SonicView ensures that only authorized recordings are captured by requiring agents to login using unique IDs
- *Pause recordings* – Pause recordings to reduce file size and avoid lengthy sessions on hold
- *Multi-site recording* – Need to record remote agents in multiple locations? SonicView records calls from any location and centralizes recordings for easy access and playback.



Group recordings with call data for a complete view of telecom activity

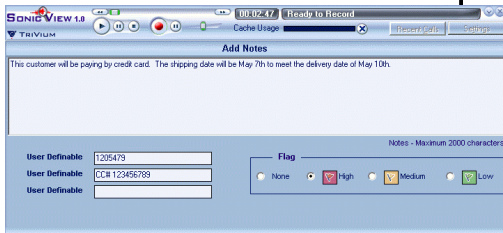
Call recording is used in many businesses like...

- Law & insurance offices
 - Meet legal purposes and provide proof of calls
- Retail & online stores
 - Verification and proof of monetary transactions (credit cards, wire transfers...)
 - Proof of delivery dates and verbal agreements
- Customer service & emergency call centers
 - Use call recordings as training tools to improve agent effectiveness
 - Quality assurance purposes

Minimum requirements for the server platform:*

- Pentium 4 or higher with Windows Server based OS (WIN 2000/2003, NT – SP6, XP Pro)
- 1 GB RAM, 10GB free Hard Disk Space
- Display with 1024 X 768 minimum resolution
- Network Card, CD Rom drive
- Database - SQL server or MSDE

**Recommendations may change based on each configuration*



Note important caller information flag calls for later review

SonicView records every type of call (inbound or outbound), irrespective of carrier or PBX or call direction. With over 10 years of experience and thousands satisfied customers, TriVium is committed to providing the most innovative solutions available.

To schedule a **SonicView** demo, please call 503-439-9338 or email sales@triviumsys.com. For more information about SonicView or other TriVium products visit www.triviumsys.com.



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