

MIGRYS RECORDER

Today's business world is highly competitive. Customers are more and more demanding and asking for a high quality service. This is why you must protect yourself. The saying « words fly away but writings stay » summarizes well the risks associated with telephone transactions.

The Migrys Recorder is a quality assurance tool protecting your interests and those of your customers. It allows you to store and later easily find all conversations involving an employee. This system can be used to prove any transactions made via telephone by keeping a trace of all verbal statement, such as commitments and comments made by your employees, customers and suppliers. It can also be used to take notes or as a monitoring tool to assist your trainings and enforce your quality assurance policy.

Target markets

Migris Recorder can be used by most organizations. It is highly valuable and potentially essential tool to financial institutions, centers customer service departments, dispatchers, inbound and outbound call centers and hotels.

Features and benefits

Discretion

Migris Recorder can passively to your existing telephone system. It is consequently absolutely undetectable by parties involved in the conversation. You can therefore use it to discretely record the conversation or listen to it in real time.

Recording modes

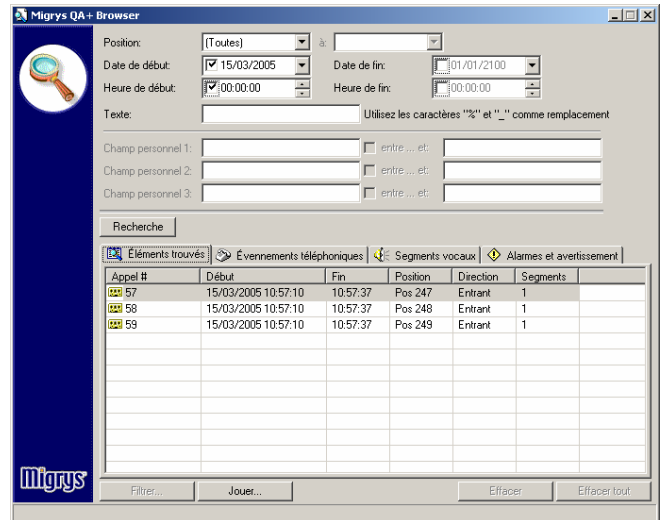
Conversations can be recorded on demand, selectively or systematically to preserve all conversations without distinction.

Eave's dropping

Discreet listening allows you to listen to live conversations. A parallel chat session can also be used to help you assist your agents.

Archiving

You can create your own CDs or DVDs by selecting the relevant recordings.



Agent console

The agent console allows, based on permissions, to selectively preserve recordings and attach information to them.

Supervisor console

The supervisor console displays, in real time, the activity of monitored telephones and alarms based on definable triggers. For example, you could receive a notification if one of your agent hangs-up before its interlocutor. The supervisor console also allows performing recording search, to listen to conversation and to produce reports.

Easy search

Recording search is easy with the built-in advanced search engine. You can search recordings by position, date and time, caller ID and by any other customizable field. The listening of conversation can also be performed via any software supporting popular media file formats.

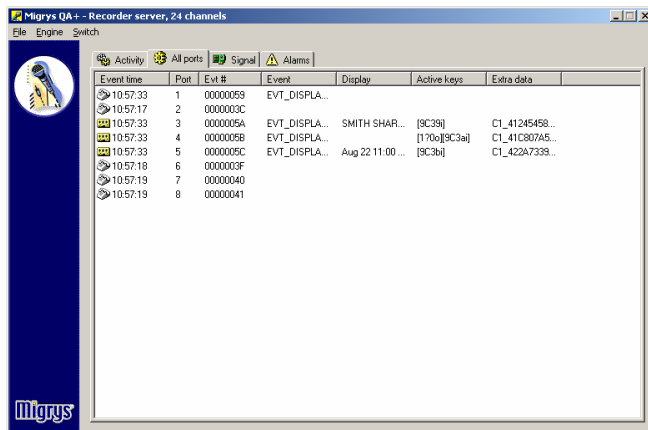
Technical specifications

Server

- Undetectable passive connection
- From 8 to 120 ports par server. Up to several hundreds of ports with a distributed architecture.
- Random, on-demand, selective and systematic recordings
- Programmable alarms triggers and notifications
- Telephone signaling monitoring
- Programmable emergency features
- No answer, hang-up and key activity detection
- Easy personalization and expansion using the Migrys API

Supervisor console

- Real time events display
- Alarm display and notification
- Recording search
- Selective listening
- Chatting with other supervisors and agent consoles
- Permission management
- CD and/or DVD archiving



Agent console

- Real time events display
- Customizable fields for data entry and attachments
- Recording controls
- Saving location selection

Required configuration

Hardware

- Intel® Pentium® IV Processor or better
- Computer with full length 31,7cm (12,5in) PCI slots
- CD or DVD burner
- 80GO hard disk
- TCP/IP Ethernet card

Operating system

- Windows XP SP2
- Windows 2003 Server

Telephone system

- Nortel Norstar / BCM
- Nortel Meridian 1
- Toshiba
- Avaya
- NEC
- Ericsson
- Alcatel
- Many others

Computer-telephony integration

Any of the below listed:

- CTA-100 (Nortel Norstar)
- LAN CTE (BCM)
- TAPI
- CSTA
- TCP/IP
- SMDI