

cc: Voice | Call Recording

Discover the power of scalable, adaptable call recording software

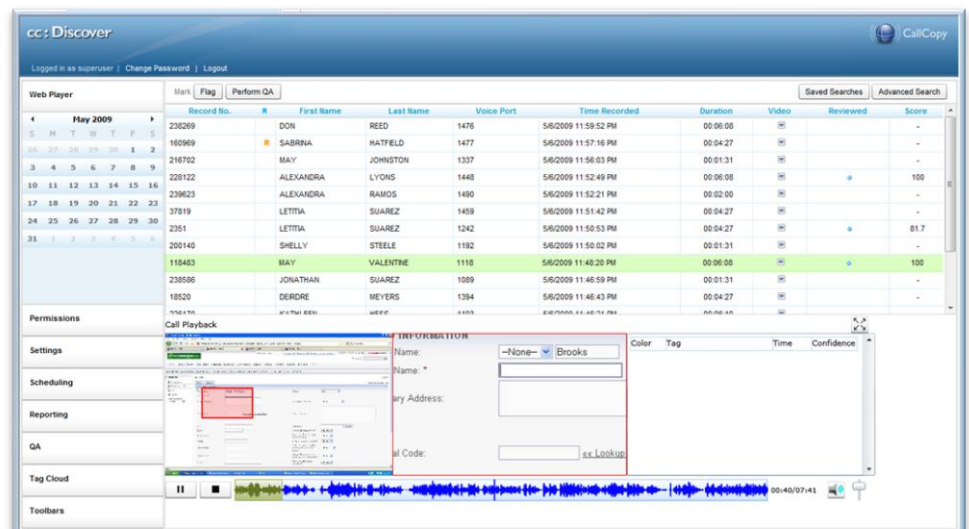
cc: Voice, CallCopy's award-winning call recording solution, **grows and evolves** with your organization and is **configurable to your unique contact center environment**.

Powerful – so you can record what you need, when you need it

cc: Voice is just one part of the comprehensive cc: Discover solution designed to improve your contact center's operational performance. With an **extensive, robust feature set**, cc: Voice provides the flexibility, efficiency and strength to **handle all of your recording needs**.

Key features

- **Unlimited playback licenses** are included.
- A **comprehensive quality management** module is bundled with cc: Voice at no additional cost.
- **Synchronized screen capture** allows you to play back call and screen recordings simultaneously to identify workflow issues and improve customer satisfaction.
- cc: Discover's optional security module helps maintain **PCI compliance**.
- **Priority-based scheduling** allows you to **customize call recording schedules** based on user-defined variables and priority rankings to ensure that high priority calls are not missed.
- **Priority-based archiving** allows you to decide which call recordings are stored short-term and which are archived indefinitely.
- You can **block call recording** on specific call profiles or **create custom recording rules** based on call direction, ANI, DNIS, VDN and more.



Flexible to meet your unique needs

cc: Voice provides **reliable call recording** that promotes quality management, process compliance, dispute resolution and agent coaching and training. And that's just the beginning. Its modular design allows the solution to expand with your needs – additional functionality is easily added on a timeline that makes sense for your business. **You call the shots**, we build the solution.

"We were impressed with CallCopy's understanding of the needs of call centers and the managers responsible for running them, whether we were talking to the sales area, service support or the installation team."

-Tom Mauer,
Member Services Manager, ECCU

Flexibility that works

- Our solution is **compatible with numerous telephony platforms**, including Avaya, ShoreTel, Cisco, Siemens, Nortel, Aspect, Alcatel, NEC and many more.
- We offer **flexible recording modes** to support your business requirements, including 100% recording, random/scheduled recording and on-demand recording.
- Your contact center won't outgrow cc: Voice, which will scale with your needs and can **assist in the transition from TDM to VoIP**.
- We are experienced in serving the **unique needs of a variety of industries**, including healthcare, financial trading, banking/credit unions, outsourcers and more.
- Whatever your reason for recording, we **support your business goals** including quality management, dispute resolution, agent training and coaching, performance optimization and regulatory compliance.

Our application programming interface (API) and software development kit (SDK) are included with every installation and offer **flexible integrations** with other key systems such as customer relationship management (CRM) platforms, workforce management (WFM) applications and interactive voice response (IVR) systems.

Efficient – so you can be too

cc: Voice is **easy to learn and easy to use** – our support team will provide you with the knowledge you need to make the most of your resources. Key features like priority-based scheduling, CTI integration and advanced search ensure that you can **spend your time wisely**.

Efficient for you and your resources

- cc: Voice utilizes an **efficient design** – a single server supports up to 175 agents, while additional servers allow the suite to scale to thousands of agents.
- Call recordings can be leveraged for agent training to improve efficiency and reduce average handle time (AHT), resulting in **lower operating costs**.
- cc: Voice contains an **intuitive user interface** as well as flexible configuration.
- Our optional **CTI integrations** allow you to leverage your existing infrastructure for a seamless integration with most popular telephone systems.
- **Advanced search** lets you quickly locate and play back call recordings through a simple-to-use query tool.
- Our solution is **installed in days, not months** – so your recording system will be up and running quickly.

Annual maintenance contract includes:

- All major/minor upgrades
- 24 x 7 x 365 support coverage
- Support via phone, email & Web
- Remote support/training
- Access to online support tools and Knowledgebase
- Regular maintenance checkups
- Monthly training sessions



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Through its commitment to the highest standards of customer and employee satisfaction, CallCopy has established itself as a leading provider of innovative performance management solutions. The highly scalable, award winning cc: Discover suite delivers advanced call recording, screen capture, quality monitoring, speech analytics, customer satisfaction survey and workforce management capabilities to contact centers, trading desks, financial institutions and healthcare providers worldwide.

CallCopy empowers organizations to gather business intelligence, which is leveraged to maximize performance through improved employee retention, compliance with government regulations and a more customer-centric environment.