



iceCapture

Call recording & Quality monitoring

Security and customer service objectives are more vital than ever. ComputerTalk created iceCapture to help you achieve those objectives and much more

iceCapture records and archives telephone conversations between agents and customers, so you can be assured that all needs are being met. Supervisors can access recordings on the fly, from any location, via the Web. Just enter the customer name, date, time, DNIS,

or agent to view the complete history of single, or multiple conversations.

iceCapture specializes in security, dispute resolution, agent training, emergency recordings, and quality assurance.

Embedded in ComputerTalk's blended, all-in-one platform, ice³, iceCapture is web-administered, giving supervisors anytime, anywhere access.

iceCapture interface

Status	Address ID	Agent ID	Agent Name	DNIS ID	DNIS Name	Queue ID	Queue Name	ABL	Recording Type	Date	Time	Duration	Presentation	Initiator ID	Evaluator ID
PURGED, ARCHIVED, HEARD	1110000	0	0	5500	Technical Support	0		9098825000	Workflow Enabled 2005-Tuekl 04-14	08-05-02	00-00-04				
PURGED, ARCHIVED, HEARD	1110005	0	0	5500	Technical Support	0			Workflow Enabled 2005-Tuekl 04-14	09-07-42	00-01-37				
PURGED, ARCHIVED, HEARD	1110005	0	0	5500	Technical Support	0			Workflow Enabled 2005-Tuekl 04-14	09-34-33	00-01-10				
PURGED, ARCHIVED, UNHEARD	1110005	0	0	5500	Technical Support	0			Workflow Enabled 2005-Tuekl 04-14	15-07-28	00-14-13				
PURGED, ARCHIVED, UNHEARD	1110000	0	0	5500	Technical Support	0			Workflow Enabled 2005-Tuekl 04-14	15-12-55	00-00-04				

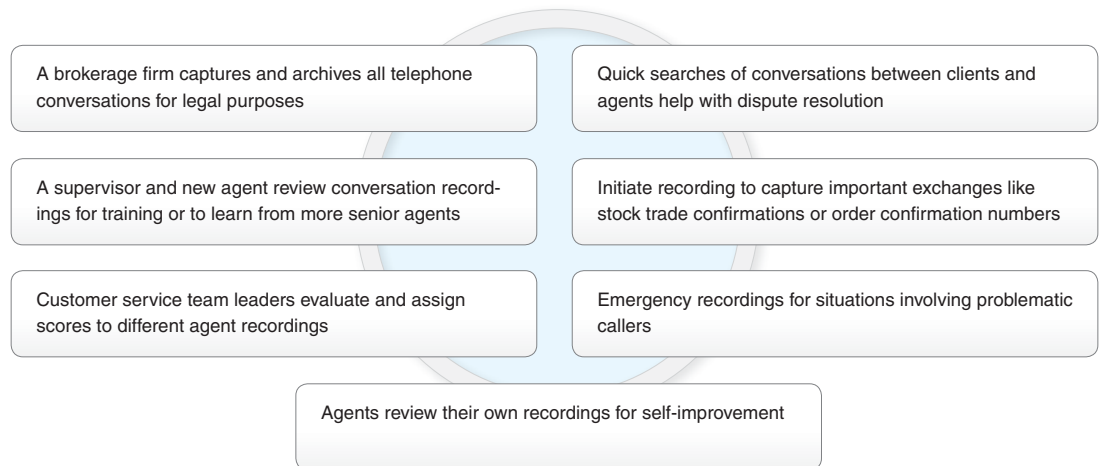
Recording Options

Flexible recording options allow iceCapture to be easily set up for each contact center's conversation recording needs.

Define recording patterns, for example every 10th call or every VIP client, or all calls. Configure recordings for an entire queue, DNIS, or for individual agents.

Managers can initiate impromptu recordings for individual agents at any time. Agents can also initiate recordings. Recordings can be archived to DVD or other media for your records.

Imagine . . .



About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.



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www.computer-talk.com
1.800.410.1051

Formal contact centers may have a need for a total audit trail of all person-to-person conversations. For each call, iceCapture stores the name and ID of the agent, the queue, DNIS, ANI, date and time of the call, who initiated the recording, and who evaluated the recording.