



HigherGround®

THE HIGHERGROUND SOLUTION — HOW IT WORKS

INTRODUCTION

HigherGround develops call recording software, data integration, and reporting tools. These proven solutions provide companies with the ability to monitor and verify telephone transactions, optimize telecom resources and obtain a comprehensive view of contact center or dispatch performance.

HOW COMPANIES RECORD

HigherGround offers several connectivity methods for recording voice conversations:

- **Station-side tap** – The most common method, station-side taps use a port on the HigherGround recorder that is half-tapped to the station cross-connect. Both analog and digital station sets can be connected this way, depending on the port cards in the recorder. For VoIP and SoftPhone applications, the recorder is connected to the voice network via an Ethernet connection. Data packets are sniffed and decoded by the recorder.
- **Trunk-side tap** – Trunk-side taps require fewer ports in the recorder, since there are generally fewer trunks than stations. Real-time monitoring is not feasible because a contact center supervisor has no way of knowing what trunk a particular agent is using at any given time.
- **Handset tap** – Handset taps record directly to the workstation or a network file server by installing a handset (logger) patch between the telephone and handset. Audio from the patch is fed to the sound card of the agent's workstation. Handset taps can be cost effective for organizations wishing to record less than eight (8) phones. However, additional support and maintenance is generally required because the hardware and software are distributed across multiple workstations instead of to a centralized recorder.
- **VoIP** – VoIP calls are commonly recorded using a SPAN or mirror port on the voice LAN. All voice traffic is spanned to the HigherGround recorder and the captured packets are converted into audio files. Stations can be identified by station number, IP address or MAC address for flexibility.

Audio recordings are compressed using the standard GSM 6.10 format. Approximately 180 hours of audio can be stored per gigabyte of hard disk space.



Screen Capture

Screen Capture is an optional applet that is launched on the agent's workstation. The applet can be launched automatically and hidden so it will be transparent to the agent. When recording, the applet takes "snapshots" of the agent's screen at predefined increments (from once every 1-5 seconds to once every second), as defined by the system administrator. These snapshots are combined into an AVI file for playback with the captured audio.

Storage requirements for Screen Capture can vary between four (4) and 180 hours per GB depending on the amount of screen activity, the resolution of the screen, and the capture rate.

Data Retrieval

All audio and screen recordings are indexed with the date, time, station and other information. When SMDR data is also collected, these recordings can be associated with actual call records. This allows users to generate searches and reports, and to hear and see the actual events associated with an individual call.

Agent Evaluation

Agent evaluation provides managers the opportunity to listen to recordings and grade the agent. The manager can customize the grading forms and store them for future use. The evaluations are attached to the recording for review at a later date.

Other Applications

- Additional applications can be added to the system:
 - CDR (call detail records) can be collected and attached
 - Associate other database information with the recordings
 - Multiple site recording
 - Centralized collection and reporting
 - Archival storage on the network
 - CTI integration
 - Flex Seating



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