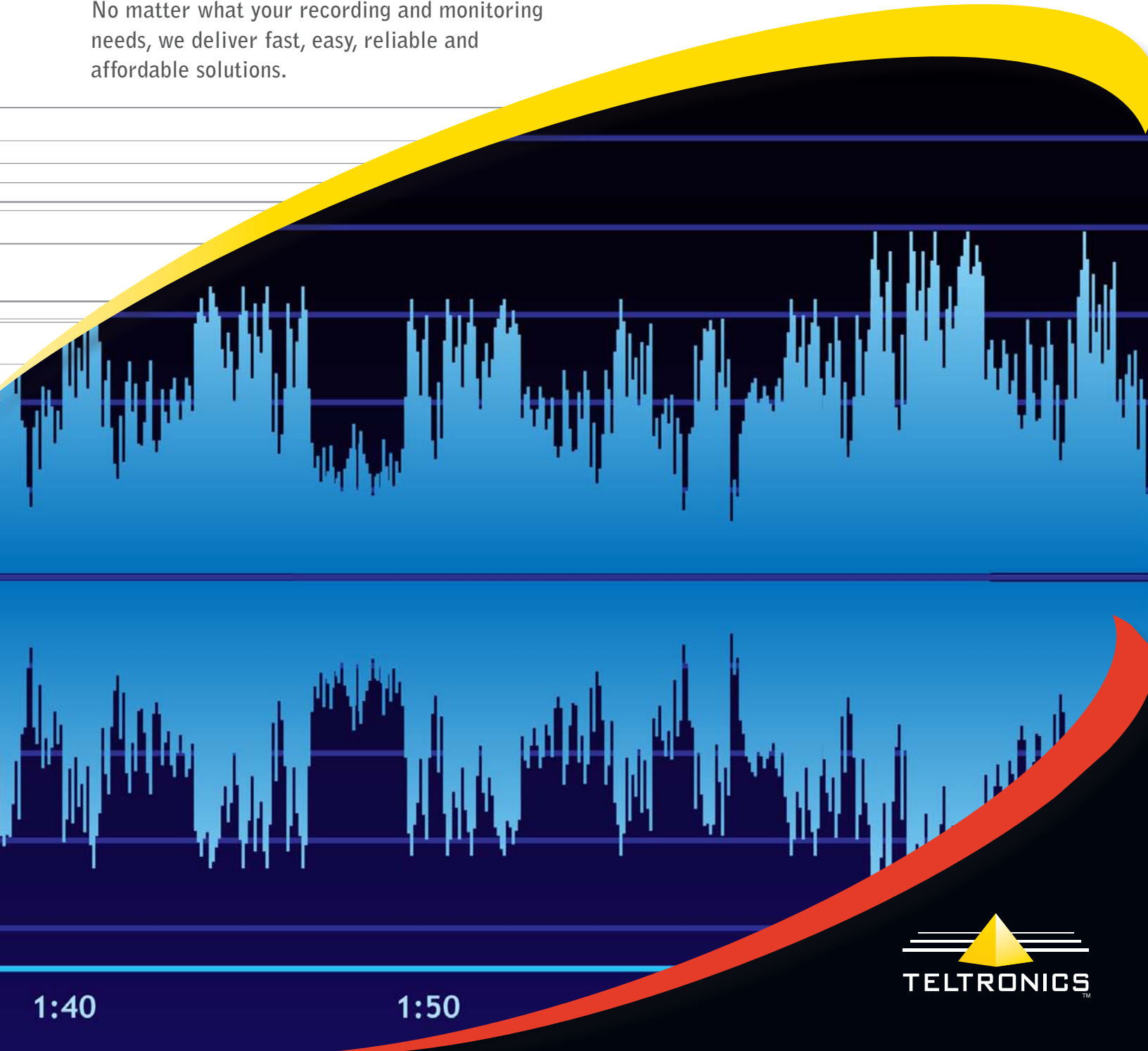


Interaction Recording Monitoring Quality Assurance Reporting



HigherGround®

No matter what your recording and monitoring needs, we deliver fast, easy, reliable and affordable solutions.



1:40

1:50



RECORD IT, FIND IT, PLAY IT. IT'S THAT SIMPLE.

Communication solutions aren't always as straight-forward as handsets and voicemail. Some occasions require comprehensive call routes to call center teams, multi-media queuing and mandates to record every conversation - even for smaller businesses.

Teltronics has partnered with HigherGround® for over 6 years to keep these opportunities SIMPLE.

VCSe 100™ and HigherGround's Praetorian have been uniquely integrated to offer you the very best in communication and call recording verification.

WITH
TELTRONICS

HEIGHTS

REACH
NEW

HIGH RELIABILITY

Stay up and running.

- ▲ Industry exclusive I'm Alive™ notification service.
- ▲ Task Master.
- ▲ System monitoring.

LEADING-EDGE FUNCTIONALITY

Built with a common sense approach to software design and maintenance.

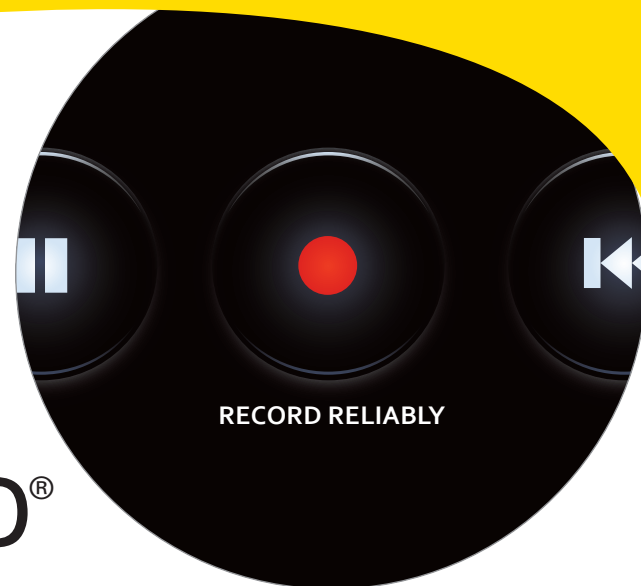
- ▲ Distributed online storage.
- ▲ Overall redundancy.
- ▲ Fault tolerant design.
- ▲ Open architecture.
- ▲ Thin client philosophy.

MORE FUNCTIONALITY FOR LESS

Enormous value. No hidden costs.

- ▲ Flexible license agreements.
- ▲ No canned packages.
- ▲ No costly proprietary hardware.
- ▲ Runs on industry standard servers.
- ▲ Flexible maintenance contracts.
- ▲ Flexible and compelling purchasing options.
- ▲ Reduced labor costs.

HIGHERGROUND®



RECORD RELIABLY

LIGHTNING FAST & EASY-TO-USE

Doesn't waste time with complicated search and retrieval.

- ▲ Search engine-based solution.
- ▲ Instant retrieval.

No media nightmares.

- ▲ Store digital recordings online.
- ▲ Archive recordings automatically.

Control with confidence.

- ▲ Centralized management.
- ▲ Intuitive interface.

SIMPLIFIED ANALYSIS & REPORTING

Increase productivity. Reveal your true contact center performance.

- ▲ Report Commander Pro™.
- ▲ Design live reports.
- ▲ Analyze data like a pro.

Avoid analysis paralysis. Make well-supported decisions.

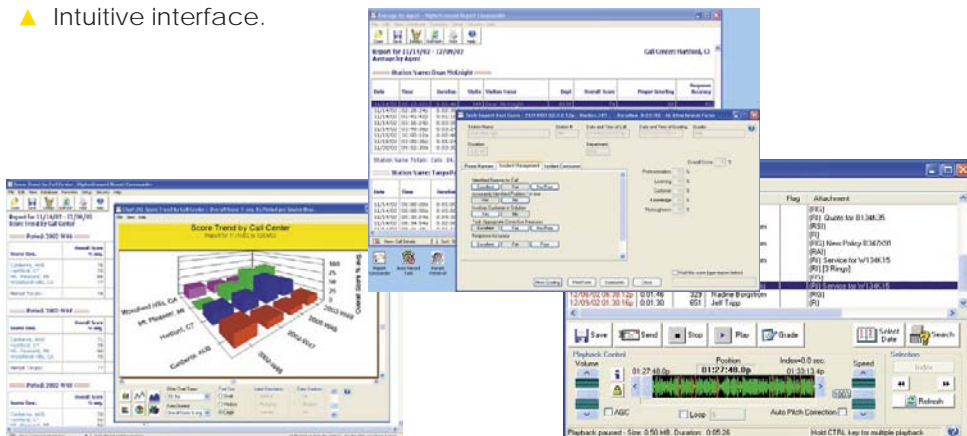
- ▲ Uncomplicated analytics.
- ▲ Simplify reporting tasks.
- ▲ Crystallize decision paths.



COMPLETE TURNKEY SOLUTION.

Whether you record full-time for compliance or risk management, or you record randomly for quality monitoring, Teltronics provides tailored solutions that are fast and easy-to-use, will simplify complicated tasks, satisfy your strictest reliability standards and give you the best value for your dollar.

Every solution starts with the HigherGround Praetorian Voice Recorder™, a turn-key system for continuous, random, scheduled, API triggered (selective) or on-demand recording that digitally records and stores every agent-customer interaction.



HIGHERGROUND SPECIFICATIONS

SYSTEM

- Number Of Supported Recording Users
- Networking Support
- Remote Agent Support
- Analog Trunk Support
- Digital Trunk support
- SIP Trunk Support
- Silent Monitor (PBX dependent)

RECORDING

- Record All Users
- Record Individual Users
- On-Demand
- Random
- Shift-Based
- Time Of Day
- Record Entire Call (regardless of when recording is requested)
- Cradle-To-Grave
- Internal Calls Recorded
- Optional *Private Lines*

SCREEN CAPTURE

- Capture All Screens
- On-Demand
- Random
- Timing Control
- Resolution Control¹
- Synchronized With Recording

STORAGE / RETRIEVAL

- Store On Server
- Store On NAS/SAN
- Store On DVD
- Flexible Storage Time
- Auto-Archive

EVALUATIONS

- Multiple Evaluations Allowed Per Call
- Custom Evaluation Forms
- Custom Scoring
- Specific Call Marking For Evaluation
- Automatic Evaluation Distribution To Reviewers

WORKFORCE MANAGEMENT (WFM)

- Integration Supported²

REPORTS

- Custom Report Creation
- Out-Of-The-Box Reports
- Export Capability
- Report Element Drill-Down

¹ Controlled during playback mode.

² Can receive and transfer data.

