



## Silent Observer Call Recording Solutions

**Professional Services**

**Enterprise Solutions**

**Call Centers**

**IVR TT/VR**

**SIP Based IVR**

**Call Recording**

**Call Accounting**

**Conference Bridge**

**SIP Soft-phones**

**PBX Monitoring**

# Flexible Solutions

## Helping you manage your business

### CONNECT YOUR BUSINESS WITH THE RIGHT TECHNOLOGY & PARTNER



Poltys, a company with exceptional knowledge and expertise in developing products with and for Panasonic for over 12 years. Thousands of Panasonic end users are using Poltys software today in a variety of ways all over the world. Poltys core areas of expertise are: application developer, SIP technology developer used for Voice over IP, and professional services. Professional services allow us to deliver complete solutions to customers like you by customizing or integrating our applications with other software solutions.

Our Pro Call Recording is part of a suite of applications designed on open standards. We understand that call recording is a sensitive issue, but it is done out of necessity to improve and protect your business.

If you're a service company, medical clinic, legal group, or other type of business the necessity to record calls varies but remains important. At Poltys we understand that every company has different needs and our applications and professional services combined offer you a complete solution tailored specifically to your organization.

The Poltys Call Recording solution was designed for reliability leveraging passive audio tap technology to prevent downtime. Poltys made the user interface friendly, as well as simple to use.

### Key Benefits

- Protection against liability issues.
- Improved employee performance.
- Monitor employee customer relationships.
- Reduce customer disputes.
- Improved understanding of customer needs.
- Improve collection rates, sales, and other performance metrics.

The screen shot below is an example of the Call Log. It shows the type of information that is readily available. The blue icon represents the recorded call. Some of the available information includes account codes and caller ID information. The user can easily sort the information in a variety of ways, the software is very flexible

**CO Call Log - CO Based**

Lookup field: Customer <center lookup key> [Filter...] [Field Chooser] [Print] [Clear] [Export] [Schedule Export] [Play Voice Record]

Records: From 1 To 208 Out of 208

Call Log ID	Date/Time	Completion Time	Incoming/Outgoing	Status	Trunk	Talk Time (min)	Hold Time (min)	Ring Time (min)
28	08/06/2007 12:22:51 PM	08/06/2007 12:22:55 PM	Incoming	Abnormal	15	00:00	00:00	00:05
29	08/06/2007 12:23:05 PM	08/06/2007 12:42:53 PM	Incoming	ACD	15	19:43	00:00	00:02
30	08/10/2007 04:23:50 PM	08/10/2007 04:24:04 PM	Incoming	ACD	16	00:08	00:00	00:06
31	08/10/2007 04:25:06 PM	08/10/2007 04:25:21 PM	Incoming	NonACD	16	00:10	00:00	00:04
32	08/10/2007 04:28:23 PM	08/10/2007 04:28:39 PM	Outgoing	Dut	16	00:09	00:00	00:00
33	08/10/2007 04:32:06 PM	08/10/2007 04:32:35 PM	Incoming	NonACD	16	00:17	00:09	00:03
34	08/10/2007 04:33:32 PM	08/10/2007 04:34:08 PM	Incoming	NonACD	16	00:20	00:14	00:01
35	08/13/2007 04:35:49 PM	08/13/2007 04:38:02 PM	Outgoing	Dut	16	01:59	00:00	00:00
36	08/13/2007 04:36:12 PM	08/13/2007 04:38:04 PM	Outgoing	Dut	15	01:41	00:00	00:00
37	08/13/2007 06:38:40 PM	08/13/2007 06:40:17 PM	Incoming	ACD	16	01:27	00:07	00:03
38	08/13/2007 06:39:24 PM	08/13/2007 06:40:22 PM	Incoming	ACD	15	00:41	00:12	00:05
39	08/14/2007 12:14:47 PM	08/14/2007 12:15:47 PM	Incoming	ACD	16	00:54	00:00	00:07
40	08/14/2007 12:15:03 PM	08/14/2007 12:15:49 PM	Incoming	NonACD	15	00:24	00:00	00:19

### Recording Storage Time

The amount of recording time is governed by the hard disk size of the computer the software is installed on.

Drive Size                      Storage time  
500 Gig Drive                      17,000 Hours Approx.



# Extension or Line Based Call Recording

## RAPID SEARCH AND RETRIEVE

Easily search for a recording by extension, date and time, line number, Caller ID information, calling name, and many other fields.

With a fully integrated solution, finding the recording of an event is as simple as looking up the record locator in your CRM application, and then using the supervisor console to open the file. Call recording can be combined with many of our other applications to provide a complete solution for your needs. .



## Recording Interfaces Supported

Extension Side	Port Increments	Line Side	Port Increments
➤ Analog	4, 8, 12, 16	Analog	4, 8, 12, 16
➤ Digital	8, 16, 24	Digital	PRI
➤		IP	SIP (3rd Qtr 2009)

Combinations of the recording interfaces can also be done to scale from a small system to a large system easily. The PRI interface is available in single, dual and quad interface cards. The quantity of lines recorded is only limited by the types of hardware used.

Extension based call recording will capture all the calls at the targeted extension including intercom calls. Extension based call recording when combined with our call center suite applications, allows the supervisor to manually start or stop call recording when monitoring agent / extension user performance.

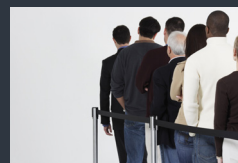
Line based call recording does not record intercom calls. It does, however, contain two tables that narrow the focus of the call recording target. The tables provided are an extension DID exclusion table used on PRI or SIP line types. A transfer exclusion table is also provided and used in both analog and digital lines.

Most systems installed today contain a Voice Mail Auto Attendant system so every call is answered and then transferred to the appropriate extension. So even line based call recording can easily target who to record or not record.

An optional package to integrate the call recording to CRM software solutions is available, the Poltys Desktop Assistant. With the Desktop Assistant the unique call recording record locator can be placed into the CRM application for later referral. The desktop assistant also provides users with highlight and dial out functionality as well as pop screen integration to third party applications. Integration can be performed by Active X, TAPI Version 2.1, or custom development with our professional services.

No matter what type of business or relationship you have with customers someday it may come down to proving what was said.

## Other Software Solutions Available



### QUEUE WAIT TIME

Why force your customers to wait when call traffic is exceptionally heavy.

Inform them of the average wait time with the option to leave you a message instead of continuing to wait.



### IVR SOLUTIONS

Avoid making your customers wait for information and lower your call volume with an integrated IVR solution.

Supports touch tone or voice recognition.

IVR solutions are easily connected to most database structured applications delivering common information to your customers when they want it.

Talk with your dealer today to see what your savings could be.



### Call Center Solutions

Control your destiny with management reports and monitoring solutions.

Get visibility of call traffic reaching your business.

On average 30% of management time in a call center is centered around management reports of activity.

# Professional Operations Status Observer

## REAL TIME MONITORING SOLUTIONS



Our Professional Real Time Monitoring Solution is included with all of our call recording solutions to provide you with the tools necessary to analyze your call traffic. Understanding and seeing the activity of your system and agents is an essential part of a process to make improvements in your operations.

No matter what type of business, different parts of your organization may have heavy call volumes that will ultimately impact your customers and, eventually your business.
















The Real Time Monitoring solution is designed to show you core information for both System and Extension call activity. Having this information alone is not enough since every company operates differently. The ability to display information in any way that you desire is essential. The versatile real time monitoring solution has different types of counters you can pick and choose to display.

### Monitor Pro Key Points

- System Status
- Extension Status
- Alarm Thresholds
- Scheduled Reports
  - Email
  - Printer
  - Disk
- Reports
  - Extension
  - CO
  - Intercom
  - Custom

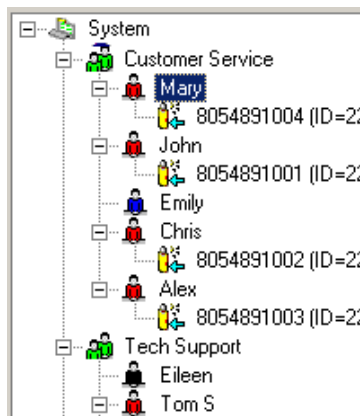
### Display Counter Types

- Active Counters (Shows you the current activity).
- Cumulative Counters (Shows you the total amount within a period of time).
- Peak Counters (Displays the highest value achieved).

-  **Cumulative Counters**
-  Total Incoming Calls
  -  Incoming ACD Calls
  -  Incoming Non ACD Calls
  -  No Answer in Agent to Other
  -  Total Answered Calls
  -  Answered ACD Calls
  -  Answered Non ACD Calls
  -  Lost ACD Calls
  -  Abnormal Calls
  -  Outgoing Calls
  -  Incoming ACD Calls (%)
  -  Incoming Non ACD Calls (%)
  -  Total Answered Calls (%)
  -  Answered ACD Calls (%)

### Example of Counters

Counters can be configured for the System, Groups, and extensions within a group. The monitoring solution also can establish alarms to notify you when the threshold for the counter is exceeded.



### System Activity Tree

Select any of the areas shown in the tree and see the details of the activity that is happening or happened based on the counters selected.

- State of extension shown by the ICON color.
- Individual customizable screens by area.
- Threshold alarms by counter with notification available.
- Caller ID information shown by extension

# System and Extension Reporting

## SEE THE ENTIRE PICTURE AND AVOID TROUBLE

You no longer need a sixth sense to prevent resource issues, you will have the tools required at your fingertips.

Real time and historical reports give you visibility of call traffic directed to your business and workers.

Analyze patterns and take appropriate measures to improve your operations.

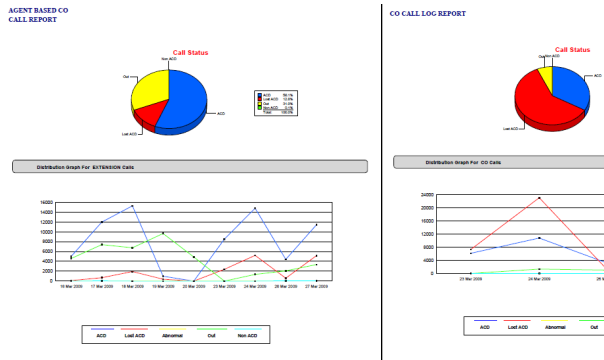
Focus on improving internal resources, improving customer relations or billing clients for the support you provided. All of the information collected is available and found easily.



### Reports

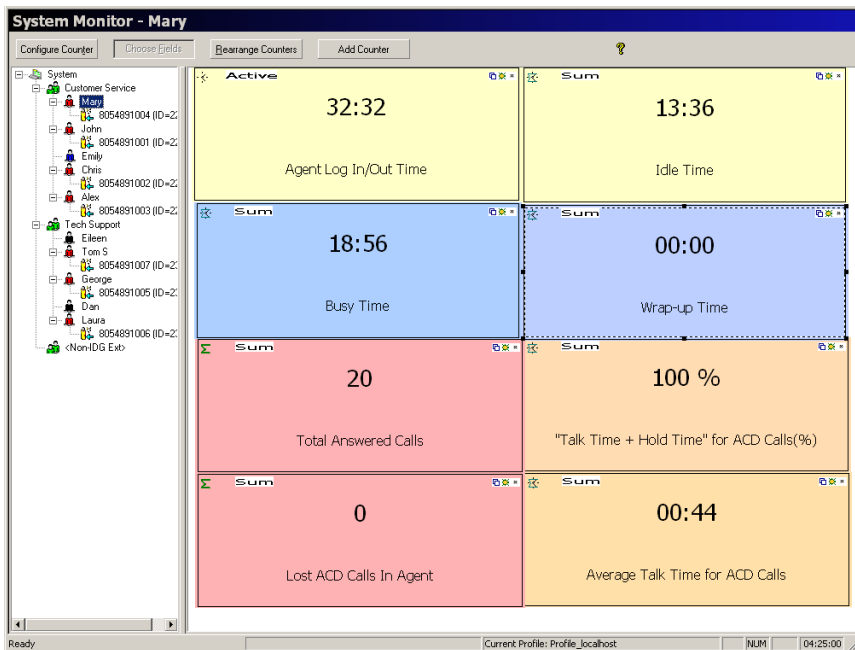
- Outside Call Log
- Agent Activity Log
- Intercom Calls

Samples are the graphical part of the report provided details are always available as well.



### Real Time Monitoring Screen

Display the information you want to see that is important to you. If you can't watch the screen all the time establish alarms to warn you of a level or threshold that was exceeded.



## Other Software Solutions Available



### Voice Mail Scheduling

Take control of your company mailbox for call coverage.

Easy to use calendar program designed to allow you to enter the people and telephone numbers for a shared mailbox.

Print a report of the current schedule and post it for workers so they know who is covering the calls and when.



### SIP IVR SOLUTIONS

Customizable solution for both inbound or outbound applications.

Perfect solution to contact people telling them what they need to know.

Contains a text to speech engine and optional speech recognition.

Highly customizable to meet your needs. High traffic applications, schedule notification, dial by name, interactive database lookup, the possibilities are limited only by your imagination.



### Conference Bridge

Web based conferencing tool allows you to assign a conference room to a DID number with an authentication code.

Up to 23 party call conferencing with 50 conference rooms. Solution can be scaled to over 100 active conference participants.

Includes built in call recording for conference calls.

# Application Suite Feature Matrix

	Billing	Call Center			Recording	Softphone	PBX Monitoring		
	CC Accounting	View Lite	View	Pro	Record Pro	Talk	Express	Standard	Pro
<b>CC Supervisor Features</b>									
<b>General Settings</b>									
Customer Information									
Agent Information	■	■	■	■	■				
Call Cost Information	■	■	■	■	■				
Charge Settings	■	■	■	■	■				
Global Filtering			■	■	■				
User Profiles			■	■	■				
Alarm Settings	■	■	■	■	■			■	■
Record Settings					■				
<b>Real-time Monitoring</b>									
Browse ACD System Level		■	■	■	■		■	■	■
Browse ACD Queue Level		■	■	■	■		■	■	■
Browse ACD Group Level		■	■	■	■		■	■	■
Browse Agent Level		■	■	■	■		■	■	■
Get Agent Status		■	■	■	■		■	■	■
Get Call Status		■	■	■	■		■	■	■
Login/Logout Agent		■	■	■	■				
Start Agent Voice Recording (Extension based only)					■				
Enable/Disable Agent Chat capabilities				■					
Monitor Call		■	■	■					
<b>Performance Graphs</b>									
Predefined Performance Graph			■	■	■				
Custom Performance Graph			■	■	■				
Counter Graph			■	■	■				
<b>Reports</b>									
Manage Reports	■	■	■	■	■				■
Predefined Reports	■	■	■	■	■				■
<b>Logs</b>									
CO Call Log	■	■	■	■	■			■	■
Intercom Call Log	■	■	■	■	■			■	■
Agent Log		■	■	■	■				
<b>CC Agent Features</b>									
Flexible GUI Appearance				■	■				
General Settings				■	■				
Call Control				■	■				
Incoming call pop-up				■	■				
Customer Information				■	■				
Other Operations				■	■				
CCAgent Pop Up Integration				■	■				
<b>Call Recording Features</b>									
Supports Digital and Analog Technology					■				
DID table PRI target selection					■				
Transfer table for target selection					■				
Manager control to review recordings					■				
Detailed record information					■				
Handoff of unique record number for CRM applications					■				
<b>Softphone Features</b>									
Designed for Panasonic KX-TDE IP-PBX series					■	■			
Make Call/ Answer Call/ Reject Call/Transfer Call					■	■			
Music on Hold					■	■			
Call Duration Timer					■	■			
Call Recording and playback					■	■			
2 phone lines					■	■			
Import Outlook contacts					■	■			
Network quality monitoring					■	■			
Incoming call pop-up window					■	■			
Audio Tuning Wizard					■	■			
Customizable GUI appearance and sounds					■	■			
Phonebook with multiple phone numbers					■	■			
Integration with Outlook, GoldMine and ACT!					■	■			
Custom 3rd-Party CRM integration					■	■			
<b>Application Suite Extensions</b>									
Integration with CRM/ ERP Database				■	■				
Custom IVR with Database Queries and Call Routing				■	■				
Smart priority Call Routing			■	■	■				
Custom ACD Queue Management			■	■	■				
Custom touchtone-based IVRs			■	■	■				
Custom speech recognition-based IVRs			■	■	■				



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