

Understanding Customer Interaction is For Everyone

The screenshot displays the SIP PRINT web interface. At the top, it says 'SIP PRINT' and 'Version 3.0.116'. Below that are navigation buttons for 'Manage', 'Utilities', and 'Configure'. A welcome message 'Welcome sipadmin' is visible. The main area contains search filters for 'From: Date Time' (2016-05-17 00:00:01) and 'To: Date time' (2017-2-7 23:59:59), along with 'Filter' dropdowns and 'Value' input fields. There are radio buttons for 'Both', 'Incoming', and 'Outgoing'. A 'Search' button is present. Below the filters are buttons for 'Delete', 'Copy', 'Col Select', 'Nancy View', 'Save', 'Delete', 'Refresh', and 'Clear Display'. A table of call records is shown with columns: ID, Play, Agent Nam, Agent Exte, Mode, RemoteName, RemoteNi, Date & Time, and Duration. The table contains three rows of call data. Below the table is an 'Agent Scoring' section with a form for 'Agent Name: Autumn Paice', 'Department: Cust-Service', 'Call Id: 1088454', 'Date/Time: 2016-05-17 15:20:02', and 'Duration: 32 sec'. A dropdown menu for 'Category to score call' is set to 'Technical Support'. At the bottom, there is a table of scoring items with columns: Item, Question, Weight, and Score.

ID	Play	Agent Nam	Agent Exte	Mode	RemoteName	RemoteNi	Date & Time	Duration
1088456	<input type="checkbox"/>	Kate Sutton	*5131	Outgoing	-	815749466661	2016-05-17 15:20:47	01.13
1088455	<input type="checkbox"/>	Autumn Paice	*5155	Outgoing	PROWS JERRY	818592346428	2016-05-17 15:20:34	00.19
1088454	<input type="checkbox"/>	Autumn Paice	*5155	Incoming	PROWS JERRY	818592346428	2016-05-17 15:20:02	00.32

Item	Question	Weight	Score
1	Was the Agent courteous upon answering call?	8	Not
2	Was the customers questions answered correctly?	3	Not
3	Did the agent ask the customer if they would take our survey at the end of the call?	4	Not

CALL RECORDING FOR:

TRAINING PURPOSES
 QUALITY ASSURANCE
 CUSTOMER SATISFACTION
 MONITORING
 LEGAL / COMPLIANCE

CALL CENTERS
 FINANCIAL SERVICES
 LEGAL SERVICES
 EMERGENCY SERVICES
 LAW ENFORCEMENT
 EDUCATIONAL INSTITUTIONS
 STATE & LOCAL GOVERNMENT

CALL RECORDING / PLAYBACK FEATURES

- Call Recording in Standard Media Formats
- Call Playback on Standard Media Players
- Search by Agent Name
- Search by Area Code and Prefix
- Extension and Name Lookup
- Caller ID
- Fast Forward and Rewind
- Time and Date Stamping
- Email Ready Format
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL SCORING FEATURES

- Rate Every Call Recorded
- Customizable Questions
- Rating Weight
- Unlimited Templates & Categories
- Inline Email of Results
- Secure Permission Based Access

Understanding Customer Interaction is For Everyone

The SIP Print Cisco edition records calls for specified users without requiring any integration with a Cisco UCM or Business Edition. With 5 minutes of installation and 20 minutes of configuration you can start recording every customer interaction with up to 3+ years of storage. And with automated archiving, your calls can be stored in perpetuity.

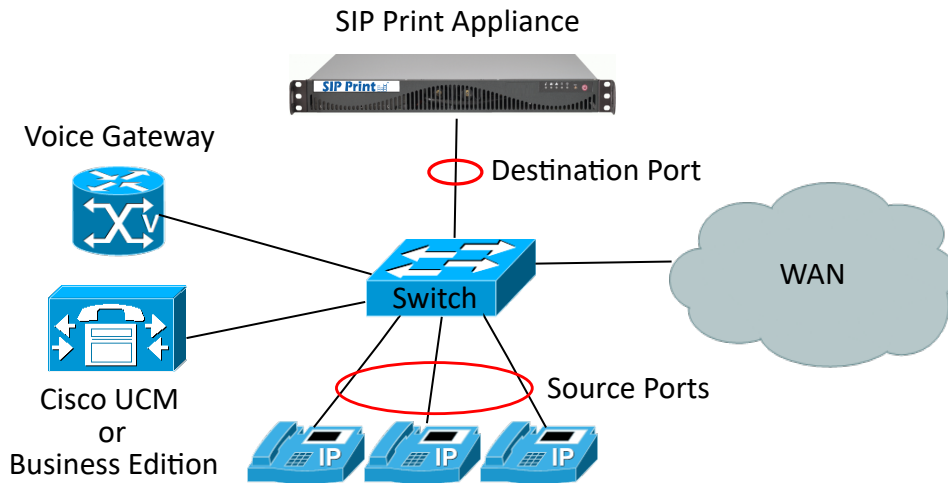
Options For Every Cisco Environment

Appliance Models	SME	SMB	Express
Recorded Users	200	70	15
Concurrent Calls	200	70	15
Minutes of Recording	18.6 Million	9.3 Million	2.3 Million
Admin/User Logins	Unlimited	Unlimited	Unlimited
Signaling Support	SIP/SCCP	SIP/SCCP	SIP/SCCP
Codec Support	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729

CALL CAPTURE FEATURES

- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific

SME



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