

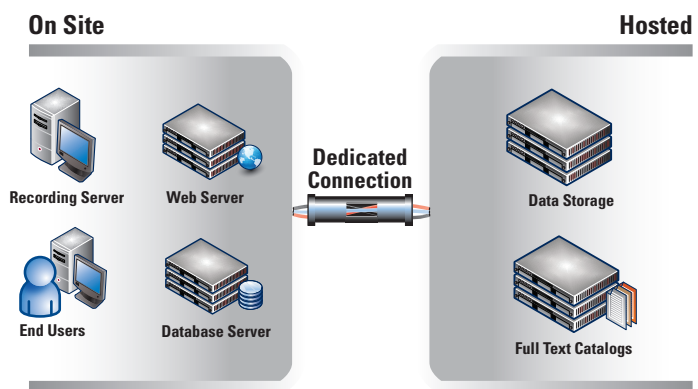


Qfiniti Hosted Archive

As the volume of information recorded in contact centers grows, companies require more secure and efficient archiving solutions to store and protect valuable data. Businesses face numerous requirements for compliance, risk management, and liability, especially when capturing and storing unstructured data such as recorded voice and screen activity. Additionally, many companies struggle to maintain solutions that can provide secure high-volume and long-term storage of business-critical information.

Through its compliance recording and archiving solutions, Autonomy etalk captures and stores recordings and makes them accessible for operations, compliance, and eDiscovery. Autonomy etalk hosted archiving solutions address requirements for corporate and regulatory policies while delivering a low cost of ownership and optimized storage capabilities.

- A single, hosted repository for voice and screen recordings
- Scalable solution for managing large volumes of data
- Efficient deployment and minimal use of IT resources
- Long-term storage and disaster recovery
- 24/7 monitoring and security
- Cost-efficient data management and discovery



A Real-Time Hosted Solution

Autonomy etalk delivers a scalable, secure solution for archiving voice and screen recordings in a hosted environment. This solution not only provides flexible and reliable storage, but also enables convenient and immediate access to archived recordings. In addition, the off-site repository offers an unlimited amount of space for high volume or long-term storage needs. Aside from a single recording server, this solution does not require any additional hardware to deploy or manage, reducing up front costs and minimizing the enterprise's total cost of ownership.

Secure and Reliable Storage

Autonomy etalk's archiving solution delivers a single storage access point for voice and screen recordings. The solution stores a copy of the recording in a low-risk hosting location, where it is indexed, stored, and continuously monitored for maximum security. By using Autonomy etalk's hosting facility, an enterprise will benefit from the ability to "offload" the risk of managing and backing up their business-critical information to a third-party. Customers further benefit from 24/7 security of all hosted data provided by a partner whose security capabilities are regularly audited by some of the most demanding government and private-sector organizations in the world. The solution additionally backs up all data, enabling rapid recovery in the event of a disaster.



Consolidated Archiving Plans

Autonomy etalk's archive solution moves recorded interactions to a scalable, searchable archive for voice and screen recordings. This solution integrates with Qfiniti archiving and aging functionality, enabling data to be moved or deleted at regularly scheduled intervals. This ensures that files are not only stored for the required amount of time, but also deleted as required by corporate standards. Organizations that must also archive email and other documents can benefit from consolidating all of their enterprise data, including their voice and screen recordings, into a single solution. Out of the box integrations with Microsoft Exchange, Lotus and other data sources are available to centralize all unstructured data within the enterprise.

Immediate and Transparent Retrieval

The solution stores call metadata alongside the voice or screen recording, enabling users to search recordings by their content or the attached data, such as the caller name or account number. The high availability of hosted storage results in significant retrieval performance for the end-user. The retrieval process is transparent to the user, enabling instantaneous access to archived recordings. This means a user can playback an archived interaction locally without any intervention from Autonomy etalk.

Discovery-Ready Applications

Organizations that receive ever increasing eDiscovery requests require a solution that can not only store valuable recordings, but locate specific recordings at a moment's notice. Autonomy etalk's archiving solution is discovery-ready, giving customers the ability to search locally stored and archived data for relevant content. This solution integrates seamlessly with Qfiniti Explore, Autonomy etalk's speech analytics solution, to perform a conceptual search of all recordings, no matter where they are located. With Qfiniti Explore, all of the enterprise's recordings, as well as every element within those recordings, is searchable with unprecedented accuracy and speed, enabling instant retrieval of critical information.

Flexible Pricing Options

As storage requirements change, the cost of managing storage requirements is often unpredictable. The consolidated hosted archiving from Autonomy etalk is priced with these flexibilities in mind and lessens the burden of the initial outlay for hardware and internal I/T support. Let a solution architect from Autonomy etalk perform a total cost of ownership analysis based on the existing and future storage costs and see the difference a subscription or pay-as-you-go model can make.

Part of the Qfiniti Enterprise Solution

Qfiniti Enterprise delivers a unified, centrally managed platform for multi-channel interaction analysis, real-time agent support, and contact center performance management. By automatically delivering relevant and accessible customer intelligence to the organization, this solution enables businesses to understand the meaning of customer interactions and deliver outstanding customer service across the globe.

Qfiniti Observe

- Call and desktop recording for quality/compliance

Qfiniti Explore

- Automated customer communication analysis

Qfiniti Assist

- Automatic information assistance

Qfiniti Survey

- Integrated customer satisfaction survey

Qfiniti Advise

- Scoring and measurement for evaluation

Qfiniti Expert

- On-line agent coaching and training



**Qfiniti
Hosted
Archive**

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