

Virtual Observer

ShoreTel & Coordinated Systems, Inc.



Company Overview

Coordinated Systems, Inc.

Established in 1972, Coordinated Systems, Inc. (CSI) has continuously evolved the Virtual Observer call recording and quality monitoring solution for the contact center space. Besides robust quality and training features, CSI has strived to add deep integrations such as with the ShoreTel TAPI in order to deliver the smallest footprint and lowest cost of ownership in the industry. CSI has retained a 97.5% customer retention rate.

Did You Know?

- * When other call recording vendors release new system upgrades, the cost to current customers is so large it can essentially be labeled a “re-buy”
- * Many of our competitors will sell you a large suite of features that you may never even utilize, yet the cost of those features is factored in your annual maintenance
- * CSI is proud to maintain a 97.5% customer retention rate

Solution Overview

Shore Up Your Quality with Virtual Observer

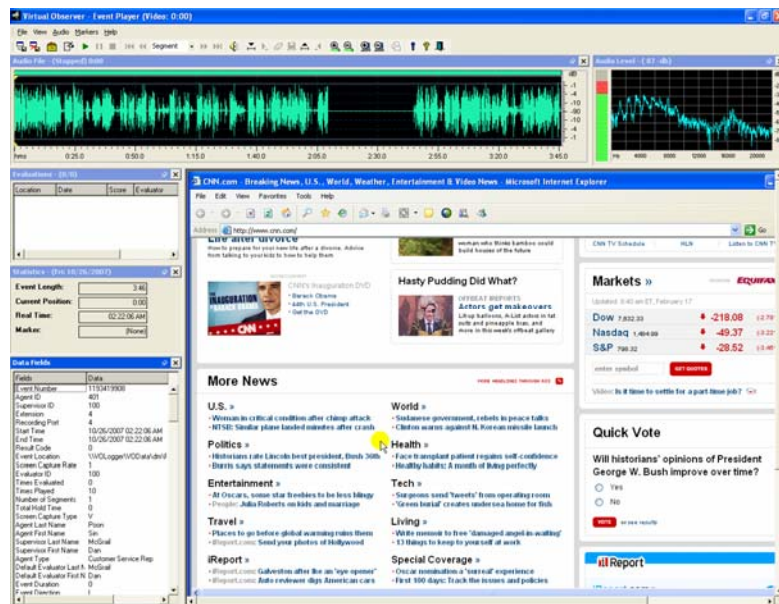
Virtual Observer enables ShoreTel customers to automate quality processes and meet compliance requirements in small, medium and large business environments. Start with one location or department and rapidly scale up as needed. Purchase only the channel licenses for the maximum number of concurrent calls. Unlike with competitive systems, ShoreTel customers using Virtual Observer will leverage included software upgrades to achieve an extremely low cost of ownership.

Simple, Effective and Affordable

Virtual Observer is developed on open standards. New technologies and features are added to Virtual Observer as customers request them or as the market for them has matured, enabling them to be more cost effective for our client base.

System Advantages

- * Services. All the VO server components run as Windows Services
- * Engine. The core recording engine is written as Microsoft Active EXE or Ole/Automation server, which takes advantage on Microsoft COM and DCOM
- * Control Panel. VO's Control Panel is designed for the administrator and runs on the server to present many different window panes for the administrator to see the status of all Windows Services. It displays disk space, the current status of all recording ports, the server's current memory and process status, etc.
- * User Validation and User Profiles. This feature allows the administrator to create unique profiles within VO. Profiles control which VO applications the user has access to. For example, for team leaders you may want to remove their ability to access file maintenance. You can also get granular and, for example, allow the team leader to playback calls but you can limit their ability to click the delete button
- * Data Security. Within each user profile you can build secure filters and restrict the data the user has access to. For example, you can add a secure filter limiting a supervisor where they'll only be able to search for calls recorded for their department or maybe just their agents.
- * Data & Program Auditing. This feature is used to capture a user's usage of the Virtual Observer application and provide a historical record of where they've been and what they've done within the system. The feature performs both data audits and program audits.



Key Features/Benefits

Features

- * 100% call logging
- * Integrated screen capture
- * Agent evaluation
- * Advanced visual playback with audio, screen and text annotation
- * Supervisors can chat with agents in real time, view thumbnails of real-time agent screen activity, and even take control of agent desktop
- * Automatically distribute performance and trending reports
- * Create training material by packaging entire calls or portions of calls along with screens and evaluations
- * Automatically email training material to agents based on evaluation outcomes
- * Automatically encrypt calls to protect valuable customer information and comply with HIPAA or Visa PCI standards
- * Automatically block out confidential customer information such as credit card and social security numbers
- * Automatically archive media for endless storage. Archiving is utilized to copy all calls to a SAN, NAS or DVD drives within the server.

Benefits

- * Increasing supervisor productivity
- * Reduces call duration and increase first call resolution
- * Reduces agent churn
- * Assists in dispute resolution
- * Improves customer satisfaction
- * Helps comply with industry regulations

Customer Value

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

Virtual Observer enables ShoreTel IP telephony customers with the ability to automate their contact center quality assurance processes with a robust call recording and quality monitoring solution which provides the lowest cost of ownership in the industry.

About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit www.shoretel.com or call 1-877-80SHORE.



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Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.