



CallCopy provides call recording and quality management tools scalable to the Enterprise as well as the SMB.

Products

- **cc: Discover**
The CallCopy Suite
- **cc: Voice**
Certified ShoreTel telephone recording
- **cc: Quality**
Evaluate recorded calls; analyze your results
- **cc: Survey**
Gather valuable customer feedback with IVR-Based surveys

Product Overview

cc: Discover includes a certified ShoreTel® telephone recording application with PC desktop recording, interactive voice response (IVR) and Web-based survey systems, and quality monitoring/coaching tools.

Solution Overview

cc: Voice blends different methods of call recording in a single-server solution, including Call Logging (100% recording), Random Monitoring, and Record On-Demand. You can create and prioritize multiple recording schedules, each defined by unique combinations of business rules such as Automatic Number Identification (ANI), Dialed Number Identification Service (DNIS), Queue and Skill Group. cc: Voice can block recording for outbound calls to states with 2-party recording laws. Our bcc: Compliance security package includes SSL encryption for all client-server communications, and the ability to automatically “blackout” sections of recordings based on PC events, protecting information such as credit card numbers in respect of Payment Card Industry (PCI) Data Security Standards.

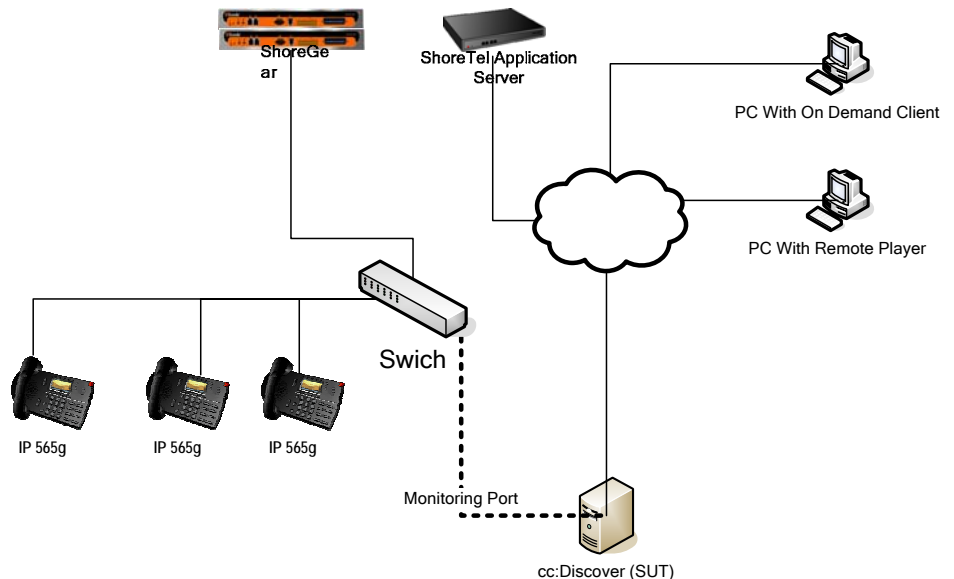
cc: Screen provides PC desktop screen recording, synchronized with audio recording or available separately. cc: Screen is compatible with Windows® operating systems, including dual-monitors. It is also able to record thin-client desktops on Citrix and Windows Terminal Services servers.

cc: Quality provides you with a library that you can fill with a diverse range of reports, so that you can spot trends as they emerge at the group or individual level. Find your top performers and use their recordings for coaching and training; identify which individuals are in need of special attention, and know for certain what they need to learn.

With **cc: Composer**, you can get started right away building Web-based evaluation forms, tests or quizzes in a matter of minutes. No need to bother your IT staff; you can add questions, sections, or responses to your forms with a few clicks of your mouse.

Build as many custom forms as you need. Each form can have an unlimited number of sections, each section can have an unlimited number of questions, and each question can have an unlimited number of responses. Choose the weighting for each question and response, including section- and form-level auto fails to mark critical metrics.

cc: Survey is a telephone-based survey application that supports multiple custom surveys. You can tie surveys to recordings and to quality reports or you can use it as a standalone application.



"This [CallCopy] is the best investment that U-Haul has made in a very long time...we are providing immediate coaching and agent QA reports unlike anything we have been able to do in the past. To the rest of the managers in Sales and Reservations we are heroes. I don't know about you... but to me, that is an awesome feeling."

- Beki Nowlan,
Telecommunications Director
U-Haul

Key Features/Benefits

Voice Quality

High-performance, secure network reduces latency and jitter, resulting in high-quality voice communications. Wide band audio codecs deliver outstanding voice quality.

Increased Productivity

High-quality, low-cost communication facilitates collaboration among employees, leading to higher productivity.

Ease of Use

With a perceptive design and plug-and-play implementation, ShoreTel systems live up to their reputation as the industry's easiest solutions to deploy and use.

Best-in-Class Management

Centralized management capabilities reduce the time spent on network deployment and maintenance, increasing flexibility and reducing cost of ownership.

Scalability

ShoreTel provide solutions to address small to large enterprises with equipment suited for headquarters, regional and remote or home offices.

Customer Value

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

cc: Discover helps you determine the issues that drive customers to contact you, and enables you to learn from those contacts through a combination of call recording technology with quality management tools, speech analytics, surveys and other useful applications.

About CallCopy

CallCopy is one of the industry's fastest growing call recording/quality monitoring software companies. CallCopy's mission is to deliver the highest levels of quality to its customers, so they can deliver the highest levels of quality to their customers. With the release of the cc: Discover software suite, CallCopy has combined call recording and quality management with customer surveys and speech analytics. The cc: Discover platform offers a more flexible Application Programming Interface, extending the value of the platform to third-party workforce management, IVR, HR, and CRM software. By enhancing the exchange of data between the different systems used across the enterprise, CallCopy helps bring the 360-degree view of your performance into a 3-D perspective.

About ShoreTel, Inc.

ShoreTel is a leading provider of enterprise IP telephony solutions. The CallCopy-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

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



CallCopy, Inc.
1275 Kinnear Road
Columbus, OH 43212

Phone: 888-922-5526
Fax: 614-340-4840

Technical Support:
888-922-5526
support@callcopy.com

Web: www.callcopy.com