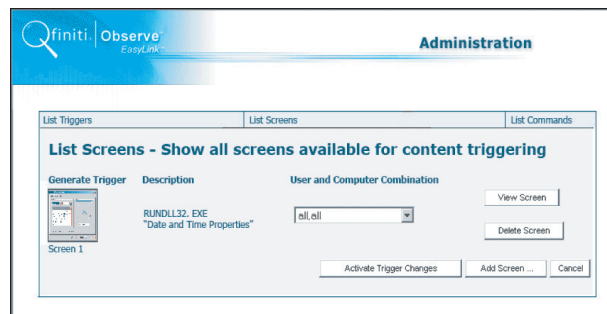




You want the flexibility to choose how you capture contact center calls, based on critical business data. Qfiniti™ Observe™ EasyLink™ gives you that. EasyLink establishes a direct connection between your desktop applications and your call recording program. That means, with EasyLink, you have more options. You can use data from your customer service applications to start or stop a recording, attach data from your desktop application, or re-classify a recording for easy retrieval.

Your recordings don't have to begin and end with a phone call. Get more options through your desktop. Let EasyLink show you how.

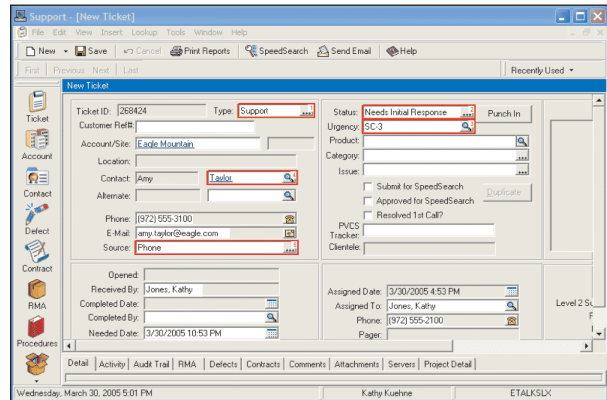
- Facilitates faster and more efficient call searches and evaluation
- Promotes business analysis opportunities by linking recordings to your most critical business data
- Captures only relevant contact center interactions as identified within your business applications
- Eliminates the need for back-end and application integration
- Reduces IT time and costs for ongoing modification and updates



User Friendly Setup

EasyLink is an out-of-the-box solution that can be deployed and managed without the need for application customization or specialized IT skills. EasyLink is managed through a simple Web-based user interface and can be modified quickly and easily to meet changing business needs.

- Employs a convenient, easy-to-use interface to define and manage event triggers
- Integrates seamlessly with CRM, ERP, email, help desk, legacy and proprietary applications
- Supports a broad range of applications, including standard desktop, Web-based and thin client programs



Intelligent Recordings

EasyLink lets you intelligently and more cost-efficiently capture and classify recordings. It is fully integrated with Qfiniti Observe to bridge most desktop software programs. By establishing customized trigger events on desktop applications, EasyLink allows you to precisely re-

Matching Criteria	Trigger Content	Object Name	PassBack value? *
1 Equal to	Support	Ticket Type	<input checked="" type="checkbox"/>
2 Equal to	Needs Initial Response	Status	<input checked="" type="checkbox"/>
3 Does Not contain	SC-4	Urgency	<input checked="" type="checkbox"/>
4	Peterson	Last Name	<input checked="" type="checkbox"/>
5 Greater than	Phone	Source	<input checked="" type="checkbox"/>

* Trigger definition parameter values are passed back automatically. Use Pass Back to send back the value of additional interface fields as well.

cord, substantiate and highlight relevant events in your contact center.

- Starts or stops voice, voice/screen, or screen only recordings
- Automatically classifies recordings based upon application data
- Attaches business data to track and analyze specific events such as:
 - Relevant customer data
 - Type of call
 - Sales of products or services
 - Customer inquiries
 - Competitive intelligence
 - Service information

Flexible Event Triggers

EasyLink provides a broad array of options for creating and using event triggers to attach data, start or stop voice recordings, activate voice and screen recordings, or launch screen-only captures. By using these flexible triggering options, managers can gain valuable information about quality and process initiatives.

- Conditional operators such as <, >, =, ≠, and contains
- Inclusive-based triggering
- Supports up to five keyword triggers per page
- Allows up to 16 trigger fields per page
- Allows command line trigger execution for flexibility
- Stores the history of executed triggers for statistical reporting and other uses

Resource Efficiency

EasyLink is a streamlined solution that installs quickly and easily, and that requires very few network resources.

- Operates seamlessly on existing Observe servers
- Minimal impact on CPU or network
- Centralized data storage and management

Business Analysis Support

Examining the interactions and processes within the contact center is not enough. To stay competitive, you need measurable improvements. But knowing what to look for, how to analyze it, and more importantly, what to take action on, can be a daunting task.

Autonomy etalk understands the challenges in balancing day-to-day tactical issues with strategic initiatives and can help you identify and propel your improvement opportunities forward. We want to ensure that you quickly realize the value of your product investment. That's why we back all our solutions with a proven suite of professional services and support, including planning, design, implementation and deployment, training and follow-up service to ensure optimal use of your solutions. Autonomy etalk services get you started with your business analysis so you can focus on results, not details.

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



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