

Understanding Customer Interaction is For Everyone

The screenshot displays the SIP PRINT software interface. At the top, it says 'SIP PRINT' and 'Version 3.0.116'. Below that are 'Manage', 'Utilities', and 'Configure' buttons. A 'Welcome sipadmin' message 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 also radio buttons for 'Both', 'Incoming', and 'Outgoing'. A table below shows call records with columns for ID, Play, Agent Name, Agent Ext, Mode, Remote Name, Remote Ni, Date & Time, and Duration. The table contains three rows of data. Below the table is an 'Agent Scoring' window for call ID 1088454, showing details like Agent Name (Autumn Paice), Department (Cust-Service), and Date/Time (2016-05-17 15:20:02). A 'Category to score call' dropdown is set to 'Technical Support'. At the bottom, there is a table of scoring items with columns for Item, Question, Weight, and Score.

ID	Play	Agent Nam	Agent Ext	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 Netsapiens edition records calls for specified users without requiring any integration with Netsapiens. 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.

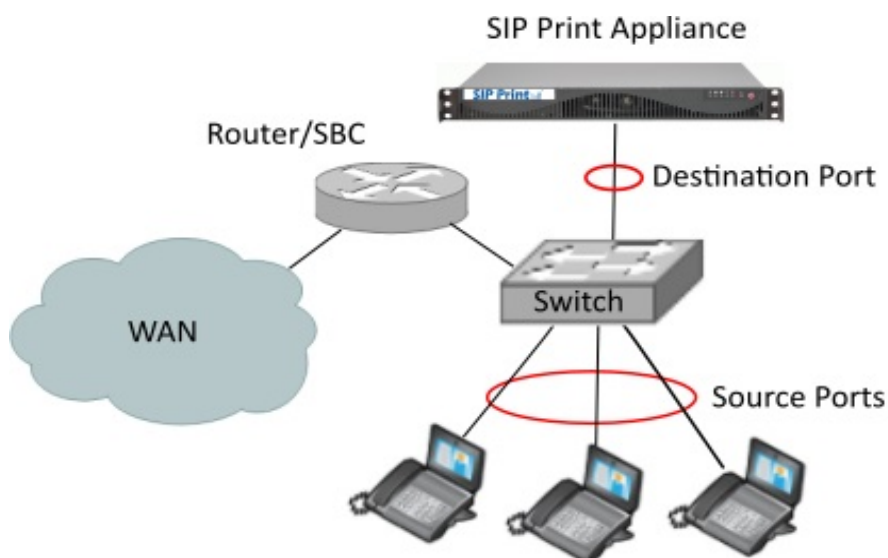
Options For Every Netsapiens Environment

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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