

Avaya and ASC

Providing a universal recording solution

Many businesses – from busy financial trading floors and high-volume contact centers, to mission-critical air traffic control and public safety applications – share demanding recording requirements.

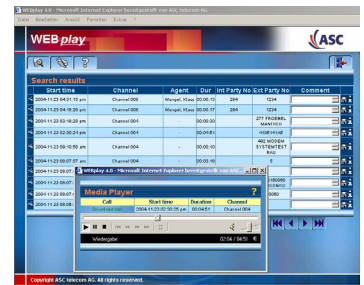
An Innovator-level member in the Avaya DeveloperConnection program, ASC telecom AG provides a recording solution that helps these businesses manage risk and improve contact center efficiency. MARATHON EVOLUTION, a Communications Recorder, enables bulk recording for regulatory compliance and protection from liability. It also provides selective recording for quality monitoring.

The solution is designed to work with Avaya Communication Manager 2.2. Communication Manager integrates telephony call processing, call control, messaging, contact center and a widely accepted application programming interface into a highly scalable architecture designed to support both circuit-based and IP-based telephony within a distributed enterprise communications network.

Features of MARATHON EVOLUTION

Features include:

- **World's first Linux-based recording platform** – Designed for all applications, the solution provides power, reliability and open-source flexibility in a cost-effective package. MARATHON EVOLUTION is based on recognized industry standards with built-in scalability.
- **A-la-carte feature selection** – MARATHON EVOLUTION is the only communications recording platform that enables users to select exactly what they need for their current requirements and add more functionality when their business demands it. MARATHON EVOLUTION, with its scalable channel array, captures and records all interactions from 4 up to thousands of channels simultaneously. The system can be configured to record, live monitor and archive communications at one location, and to provide search and replay facilities locally or via Local Area Network (LAN)/ Wide Area Network (WAN), Intranet or Internet.
- **Distributed Recording Mode** – This configuration provides the flexibility to connect multiple recording platforms, departments and/or locations and automatically transfer the data to the central INTERACTION platform for online access and archiving, providing unique disaster recovery capabilities.
- **Seamless integration** – Easy to integrate APIs provide an open, flexible platform, enabling integration with customer applications.



- **Fast and efficient search and replay** – ASC's advanced user interface applications allow easy access to calls and data over local networks (LAN/WAN), Intranet and Internet. Multi-language support is built into the system to easily provide for localization and support. All ASC applications are easy to use and deploy, and require minimal training and administration.

Applications

ASC communications recording applications include:

- **POWERplay** – A feature-rich application that allows playback over LAN/WAN connections
- **WEBplay** – A powerful, browser-based search and replay interface that requires no proprietary software to be installed on user's PC
- **INSTANT WEBplay** – A browser-based interface for quick access to recent calls recorded on multiple channels
- **Threat Call Recording** – A facility required by organizations that need to protect their company and employees' welfare while maintaining call privacy
- **Last Call Repeat (LCR)** – A facility to provide the most recent calls from any telephone in the world
- **INSPIRATIONpro** – Quality monitoring software for contact centers that improves the quality of customer interactions, thus reducing agent turnover, and increasing productivity and profits

Benefits

Benefits include:

- Reduced costs to customer – No Microsoft license fees are required. Also, in most cases, only one recording server is required. Savings in service and maintenance are achieved through install wizards and recovery tools.
- Ease of use, as well as easy installation and administration

System Requirements

System requirements depend on individual projects. However, projects are usually designed around an Avaya CT Server.

ABOUT ASC

Founded in 1964, ASC telecom AG is a leading global provider of integrated communications recording and quality monitoring solutions for contact centers, financial institutions and public safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat/browsing and desktop computer activity in both traditional and web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

Headquartered in Hoesbach, Germany, ASC has subsidiary companies in the United States, United Kingdom, France, Switzerland and Singapore.

Notable achievements include:

- Pioneering digital voice recording technology using DAT cassette as archive storage, 1992
- Launching world's first communications recorder with Linux as operating system, 2003

Industry awards include:

- VoIP Recording Solution *EVOip* wins Members' Choice Award for the Best Recording/Quality Monitoring Solution in EMEA, 2005
- VoIP Recording Solution *EVOip* Honored for Outstanding Innovation by Customer Inter@ction Solutions® Magazine
- MARATHON EVOLUTION and INSPIRATION_{pro} win Members' Choice Award for the Best Recording/Quality Monitoring Solution in EMEA, 2004
- MARATHON EVOLUTION awarded Product of the Year by Customer Inter@action Solutions Magazine, 2003

For more information, visit www.asctelecom.com.

ABOUT AVAYA

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

For more information about Avaya, visit www.avaya.com.

ABOUT DEVCONNECT

The DeveloperConnection Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com.