



Xarios EMEA

Unit M1, Cody Court
Kansas Avenue
Salford Quays
Manchester. M50 2GE
United Kingdom

Telephone: (+44) 845 373 6880
Facsimile: (+44) 845 373 6881

Email: sales@xarios.com
Web: www.xarios.com

Xarios North America

44480 W. Honeycutt Road
Suite 108
Maricopa
AZ 85138
USA

Telephone: (+1) 888 927 4671
Facsimile: (+1) 480 289 5219

Xarios Asia / Pacific

3B-1201 Zhongguancun Software Park
Haidian District
Beijing
100094
P.R. China

Telephone: (+86) 010 828 25717

Future product releases and applications are subject to availability and cost.
Specifications are subject to change without notice.
Some features may require additional hardware and / or specific software.
Copyright 2011 Xarios Limited. All rights reserved.
All products and services mentioned are the trademarks, service marks, registered marks
or registered service marks of their respective owners.

www.xarios.com

 | CALL RECORDER

2 | COMPANY PROFILE



Our company philosophy is to provide intuitive and reliable communication solutions which aim to enhance customer relationships and business performance.

Xarios Limited is a leading provider of communication solutions with over 10 years industry experience working with leading telephone system manufacturers.

Xarios provides a range of adaptable solutions that are flexible to customer's requirements and integrate with existing business systems. These products include desktop telephony integration, campaign diallers, interactive voice response (IVR) and call recording.

"With offices in the UK, North America and China, our ability to respond to customer's demands and provide 24hr support makes Xarios a solid investment".

Steve Donovan, Chairman.



3 | PRODUCT OVERVIEW

Xarios call recording solutions scale effectively across a wide range of specifications, whether the requirement is for a small business or for a specialist contact centre with multiple sites.

Cost effective and scalable, Xarios call recording systems are designed to provide tailored solutions that will fit the profile of your specific business operations. Analysing business and customer interaction is more important than ever when trying to understand customer requirements, and can assist in gaining competitive advantage by ensuring your organisation remains agile.

Investing in the Xarios Call Recorder at any level provides features and benefits once considered to be only available in large complex contact centres. Features such as the tagging of recordings into your CRM database, network archiving and retrieval using sophisticated search and playback options are available in a secure environment that complies with the latest regulations and legislation.

"Our turnkey solutions store vital information that will assist in improving customer relationships and operating efficiencies by capturing valuable information from customers and suppliers as well as internal business interactions".

Kevin Harrison, Sales Director, Xarios UK.



4 | FACT VERIFICATION



Once in command of the correct information, disputes can be resolved much faster, benefitting both the customer and your own efficiency.

Take the heat out of misunderstandings by reviewing exactly what was communicated to your customers.

When things don't go to plan, there is nothing worse than not knowing exactly what happened. With its easy to use interface and CRM integration technology, the call recorder interface can be used to locate all communication with a specific client in seconds.

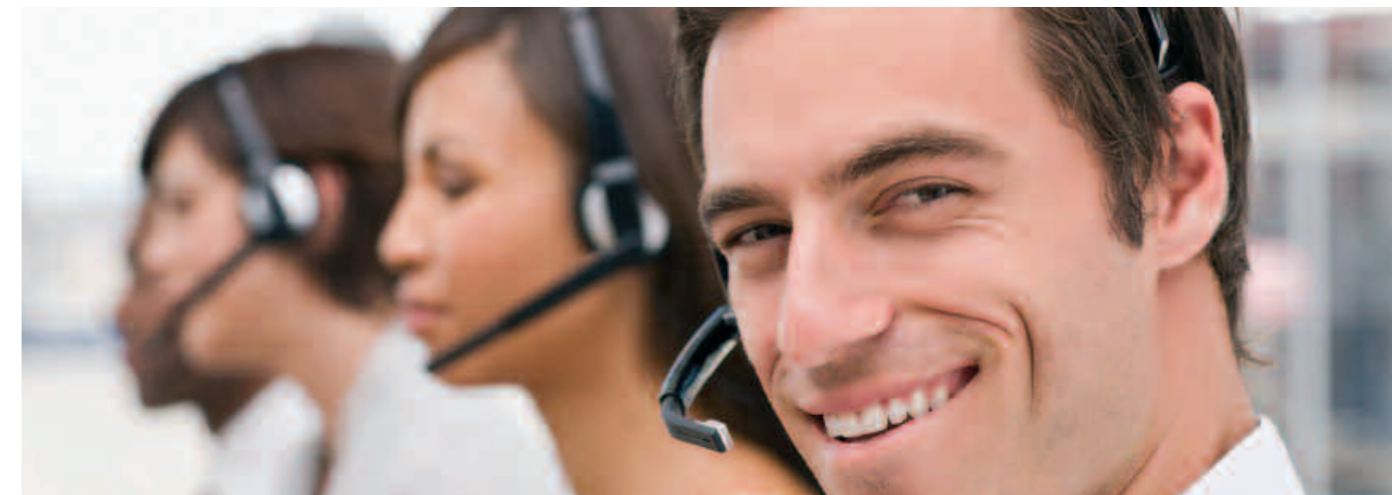
In addition to being encrypted using the AES-256 standard, each voice recording has its own unique digital signature. This is used to verify that the call is genuine, has not been tampered with and if required they are admissible in court for legal purposes.

"Misunderstandings between suppliers and customers have become easy to resolve now we have a secure copy of all conversations".

Mark Walton, Leger Holidays.

5 | QUALITY CONTROL

Reviewing customer experience and improving employee performance is key to growth and customer retention.



The ability to score agent and customer interactions assists in training and setting key performance indicators for employees. Agent scoring gives you the tools to create your own customised score sheets with which you assess an agent on a variety of topics. These include greetings, tone and the correct use of information as well as compliance with internal or regulatory scripts.

Monitoring these results over time will ensure that you are achieving the level of customer service your business requires and that key members of staff can be recognised and rewarded.

Our workflow feature automates the search and filtering of recordings and can randomise the sample to ensure an even spread of calls are monitored.

With the addition of 'Phrase Packs' using the optional Advanced Speech Analytics module, it is possible to search for calls containing or excluding spoken phrases. This delivers a vast improvement over the traditional method of sampling a few calls and extrapolating the results since the system does all the leg work for you.

6 | REGULATORY COMPLIANCE



Regulations surrounding certain industries mean that calls must be recorded in order for the organisation to be legally compliant.

Compliance with industry standards and regulations is now common place, reaching all areas of IT infrastructure. Any system that can potentially store sensitive information needs to provide security and features to ensure access to data is restricted. This includes call recorder solutions and telephone systems that can be used to transmit and store conversations.

Xarios recording solutions provide features such as access control, auditing, digital signatures and data encryption that provide your business with the tools to comply with all applicable regulations including PCI & FSA. In addition it is also possible to use pause and resume technology to ensure specific pieces of sensitive information are not recorded. When complying with PCI-DSS this gives you the peace of mind that payment card details cannot be searched for or mined.

7 | EFFICIENCY

Developed with the user in mind, the Xarios Call Recorder focuses on saving time for you and your staff, providing instant access to a wide variety of users within your business with a minimal need for training.

Implementing the Call Recorder solution allows you to capture valuable information from customers, suppliers and other 3rd parties as well as internal interactions, all within a secure environment. This vital information will assist in improving customer relations and operating efficiencies.

The Xarios call recording solution employs an easy to use web-based playback system, so there is no need for dedicated playback software. When configuring the system, users can be mapped to your organisation structure making it simple to assign access rights and security levels. This intuitive interface shows the user only the calls they are permitted to see and makes the searching and playback of recordings as easy as possible. This in turn minimises the training required by users and makes the maintenance of the solution a quick and simple process.



8 | ARCHITECTURE



Our products and APIs (Application Program Interface) are designed on platforms used industry wide making them easy to install and support. Using Microsoft embedded operating systems and SQL Server the call recorders come complete with required hardware as a turnkey solution.

With support for trunk and extension side recording, SIP, ISDN and Analogue presentation and configurable storage options; each system can be configured to suit specific requirements.

Solutions that use industry standard technology, that support a variety of telephony interfaces and ensure your data is backed up and secure.

9 | SECURITY

Sensitive & private information stored in recordings means security is of paramount importance.



Whether recording external or internal calls, many conversations will contain personal or sensitive information. Whether interfacing with the recorder via the website or the web service API, data access can be controlled through the use of security profiles. In addition, audit trails provide details of all play-back, saving and emailing of recordings

so you can be safe in the knowledge that access to data is restricted to those that require it. In addition to user access control through the recorder interface, all recordings can be digitally signed and encrypted using AES-256 to ensure no one can tamper with or alter the data.

With user and data security rules, comprehensive audit trails, and integrated encryption; the system provides you with the confidence that vital information is both secure and managed in an effective, compliant manner to satisfy customer data protection regulations.

10 | INTEGRATED SOLUTIONS



Get the most out of a recording solution by integrating features into client side and server side systems.

Using the APIs available the call recording solution can be moved from a stand alone system to an integrated part of your day to day operations.

Calls can be tagged with customer specific information such as reference numbers and order numbers making finding the right call easy. In addition, search and playback can be integrated into your own database front end giving direct access to recordings to people that need it.

“By integrating the recorder with our Oracle Case Management system we now tag calls against member and case information ensuring we only record the calls we need to”

Gareth Baxendale,
Benenden Healthcare.

11 | MULTI-SITE & REMOTE OFFICE

Multi-site, Remote Office and modular architecture allow a Xarios recording solution to scale to any business size or requirement.

Centralised access to multiple recording systems means simplified usage and administration.

Using the networking features of the system and its modular architecture, multiple recording systems can be joined together to form a single solution. Access to a networked solution can be gained via a single web browser interface which makes recordings easy to find and minimises the amount of training and administration that is required across the organisation.

With the addition of remote office systems, audio and call data from small sites and branch offices can be stored and archived centrally. By centralising data the recording solution can be included in head office backup and disaster recovery plans as well as making use of existing storage and database servers.

