

## Understanding Customer Interaction is For Everyone

The screenshot displays the SIP PRINT web application interface. At the top, it shows the logo, version (3.0.116), and navigation buttons (Manage, Utilities, Configure). Below the header, there's a search section with date range filters (From: 2016-05-17 00:00:01, To: 2017-2-7 23:59:59), a search button, and radio buttons for 'Both', 'Incoming', and 'Outgoing'. A table of call records is visible, with columns for ID, Play, Agent Name, Agent Extension, Mode, Remote Name, Remote Number, Date & Time, and Duration. The table shows three calls, with the last one selected. Below the table, an 'Agent Scoring' pop-up window is open, showing details for call ID 1088454 by agent Autumn Paice. It includes a 'Category to score call' dropdown set to 'Technical Support' and a table of scoring questions.

ID	Play	Agent Name	Agent Ext	Mode	Remote Name	Remote Ni	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 Unify edition records calls for specified users without requiring any integration with Unify OpenScope. 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.

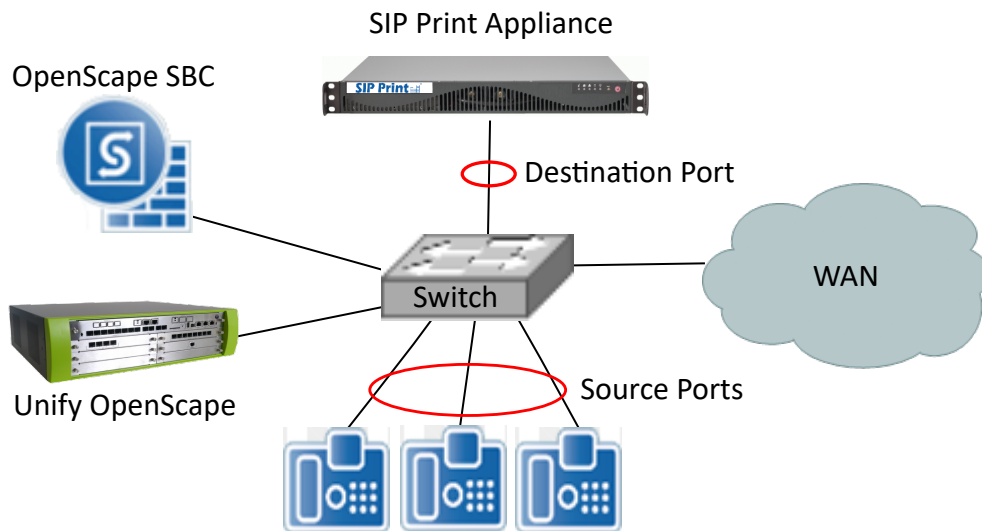
### Options For Every Unify Environment

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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