

Industry-Leading Recording and Evaluation Solutions for Contact Centers

mercom

- Mercom Audiolog
- Mercom Interaction Quality

The Power of the Mercom Difference

Mercom alone sets the pace for technology leadership, performance, and ease of use in multi-media recording and evaluation solutions. Since our founding in 1991, Mercom has achieved a reputation for excellence in open architecture solutions for Contact Centers—our only business. Mercom's philosophy is forward-looking: If you might need it in the future, we build it in today. Our in-house engineering has resulted in powerful Mercom Differences, including greater connectivity, fewer servers, proven integration, maximum call volumes, and the simplest user experience. The payoff to you is enormous, starting with streamlined installation, competitive pricing, and excellent support.

HARDWARE EFFICIENT

Mercom's Multi-Function Recording and Evaluation architecture minimizes hardware by incorporating both Recording Server and Evaluation Server functions on a scalable Windows® 2000-based platform. This Mercom Difference significantly lowers your total cost of ownership and support.

INVESTMENT PROTECTION

Mercom products are based on the latest Microsoft® and other industry-standard technologies, and are designed to allow straightforward hardware and software upgrades. The Mercom Difference in exclusively using open architecture implementations and off-the-shelf components protects your investment over the long-term — our first systems are still in use.

MAXIMUM CONNECTIVITY

Designed for maximum PBX/ACD, telephone, network, and radio system compatibility, Mercom Audiolog recording systems are installed with 4 channels to 5,000+ channels. You will find that the Mercom Difference means greater flexibility and interconnectivity.

RELIABLE PERFORMANCE

Independent testing labs consistently find that Mercom Recording Servers perform without failing, even under the highest call volumes — assuring optimum reliability for your environment.

EASIEST TO USE

With the fastest installation process, a highly intuitive user interface, and Mercom's Fast Find for search and playback, your simplified interaction with our systems is a point of pride and a major design goal at Mercom.

Multi-Function Architecture

- Voice Recording
- Screen Recording
- Flexible Storage
- Playback & Monitoring
- System Administration
- Evaluation & Reporting

Open Architecture

- Microsoft® Windows® 2000
- Microsoft® SQL 2000®
- Microsoft® ASP.net®
- Microsoft® IIS®
- Intel® CPU Framework
- Inherent Scalability
- Standard PC Components

Maximum Connectivity

- Digital PBX/ACD Stations
- Digital/Analog Trunks
- Service Observe
- Single-Step Conferencing
- Radio systems
- VoIP & H.323

The Mercom Difference

- Proven & Tested Technology
- Total Application Flexibility
- Innovative Features
- Easiest to Use
- Open Architecture
- Integral CTI Interfaces

AWARD-WINNING PRODUCTS, AWARD-WINNING COMPANY

Mercom's products have been the annual recipient of numerous prestigious industry awards. Mercom Systems has been featured by Inc. Magazine's INC500® profile of the Fastest Growing U.S. Private Companies (2000 and 2001). Mercom has also been recognized by industry analysts as the fastest growing recording systems supplier in the world.

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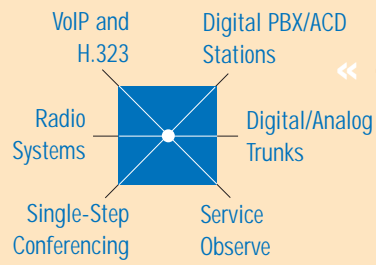
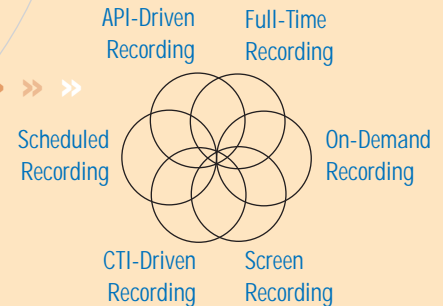


MERCOM'S AUDIOLOG™ MULTI-FUNCTION RECORDING PLATFORM

Audiolog is an advanced multi-media recording system designed for use as a stand-alone recorder/playback unit, or as a specialized server within your networked environment. Audiolog's common platform architecture, a unique Mercom Difference, is capable of simultaneously supporting full-time, record-on-demand, event-driven, and scheduled recording. Audiolog also supports and hosts Mercom Interaction Quality software on the same server, for browser-based call evaluation and reporting. Through the efficient use of hardware, Audiolog minimizes points of failure and reduces your acquisition and maintenance costs.

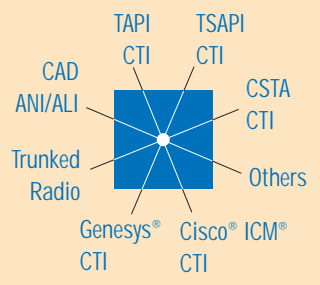
Maximum Recording Platform Flexibility >>>>>

Mercom's Audiolog Recording Server is designed to fulfill the widest range of recording requirements, while maintaining Mercom's commitment to hardware efficiency, ease-of-use, and reliability.



Extensive Connectivity to All Audio Sources <<<<<

Wide-ranging connectivity makes Mercom's Audiolog the perfect choice for contact centers of all types. Audiolog leads the industry with advanced PBX/ACD and radio system compatibility.



The Best Integration with All PBX/ACD Systems >>>>>

Each Audiolog recording server optionally supports DIRECT integration to an extensive range of PBX, ACD, and CTI systems, enabling the automated collection of call-associated data and the fastest retrieval. Audiolog's tight integration minimizes your technology expenditure and increases product serviceability.

Maximum Storage Flexibility

Mercom's open architecture allows for maximum flexibility in storage options, including single or redundant hard drives, automatic archiving to DVD-RAM, Network-Attached Storage (NAS), RAID Level 5 extended storage, and Mercom's innovative Centralized Archiving configuration.

The Optimum Public Safety Recorder

With 1000+ public safety recorders installed, Audiolog has a proven track record of maximum performance and outstanding reliability. Specialized capabilities include ANI/ALI and trunked radio integration, mission-critical redundancy options, Multi-Channel Player, and Instant Recall software. Mercom Interaction Quality, fully integrated with Audiolog, cost-effectively meets your needs for Call Taker evaluation and reporting.

HAPPY CUSTOMERS

With 3500+ systems installed in leading corporate and government contact centers worldwide, the Mercom Difference means users are highly satisfied with their products and the personalized, responsive support from Mercom Resellers.

- | | |
|---------------------|----------------|
| Banking & Credit | Public Safety |
| Brokerage & Trading | Security |
| Credit Card | Technology |
| Call Centers | Telemarketing |
| Government/Military | Transportation |
| Insurance | Utilities |
| Law Enforcement | |

Mercom's Award-Winning Recording &

FAST FIND SEARCH AND PLAYBACK

Mercom's Fast Find search capabilities are the most comprehensive, utilizing Audiolog's powerful built-in SQL Call Catalog database. Search parameters can include:

Time
Reference Text
PBX/CTI Private Data
Date

Memo Text
Call Index
Duration
ANI/CLID

API-Inserted Data
Agent Name
ALI
Activation Method

Channel Name
DNIS
Radio Talk Group
Channel Number

Dialed Number
Radio ID
Collected Digits

OUTSTANDING DESKTOP ACCESS

Mercom's desktop applications enable you to playback, monitor, view, manage, and record on-demand. Mercom's unique licensing manager lets you easily add optional features and client software, often without additional hardware.

Playback & Monitoring

- Remote Player
- 4, 8, or 16 Channel Player Client with Time & Date stamp
- Instant Recall
- Remote Live Monitor
- Synchronized Voice & Screen Player
- DTMF Playback
- Audio recordings are saved as .wav files, for simple e-mailing.

On-Demand Recording

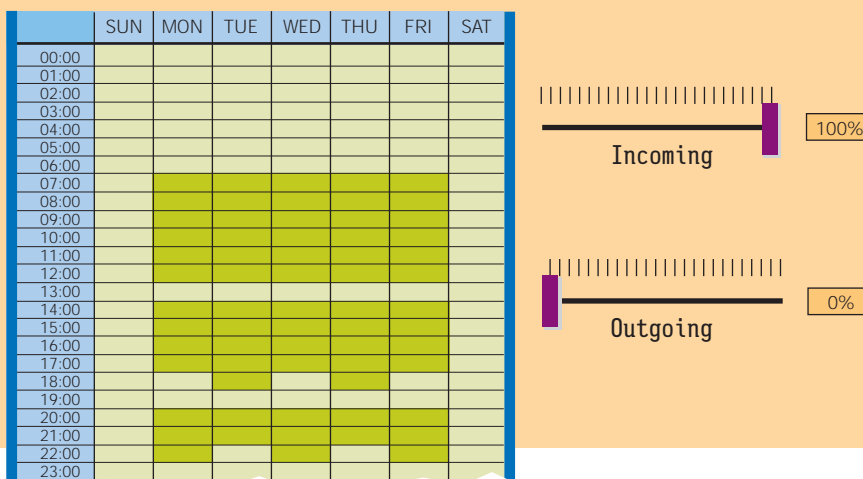
- Click to record with Mercom's RODNI client. Agents or supervisors can start and stop their own recordings. A searchable parameter, such as account number, can be entered by the agent to accelerate later retrieval of the call.

System Management

- Audiolog Management Console lets you manage one or many LAN-connected Mercom recording servers. Conveniently view current status, receive alerts, and configure your Audiolog systems from your desktop.

ADVANCED SCHEDULING FOR QUALITY RECORDING & EVALUATION

Mercom's IRIS Scheduler allows total control of voice & screen recording: when to record, what types of calls to record, which Agents or Groups to record, and how many recording samples to collect or identify. The Mercom Difference means that multiple supervisors can simultaneously set schedules and recording criteria targets for their Agent groups.



SQL DATABASE

Mercom Audiolog incorporates a built-in SQL Call Catalog Database for optimum throughput, reliability, and scalability.

INTEGRATE WITH MERCOM RECORDING API'S

Another strong Mercom Difference... allowing your organization to tie the Mercom Recording Platform to your existing application software. Start, stop, and tag recordings with a customer number, transaction number, or other valuable search parameter for the fastest call retrieval and verification.

OPTIMIZED SCREEN RECORDING

Mercom's advanced screen recording technology is designed to minimize network usage and storage requirements. All screen changes including mouse movements and keystrokes are efficiently captured without disrupting agents, and are fully reproduced during playback.

AUDIOLOG FEATURES

- Multi-function platform
- Open architecture design
- SQL Call Catalog database
- Comprehensive CTI interfaces
- Records digital and analog stations, trunks, VoIP, & screens
- Desktop Record-on-Demand
- Fast Find search and playback
- Multi-channel playback with talking date & time
- Integral Quality Recording Scheduler
- DVD-RAM archiving
- RAID, NAS, SAN capable

Evaluation Solutions

MERCOM'S INTERACTION QUALITY™ AGENT EVALUATION SOFTWARE

Mercom's Interaction Quality software offers the most powerful combination of advanced technologies, design flexibility, and ease of use. Interaction Quality leverages available IIS® hosting onboard the Audiolog server and the latest in web-based capabilities, to provide your users with convenient intranet access for browser-based playback, evaluation, and reporting. Numerous Mercom Differences are engineered into Interaction Quality:

Advanced Web Technologies

By taking advantage of Microsoft® .NET®, the premier architecture for delivery of web-based services, Mercom Interaction Quality provides ubiquitous browser-based intranet access for all playback, evaluation, scoring, and reporting functions. Active Server Pages® provide immediate, interactive information during the call evaluation process.

Unified Control from a Single Browser Window

Mercom Interaction Quality can integrate the vital information and controls needed to find, play, and evaluate calls, all from a single Internet Explorer® browser window. Select an Agent's call, playback, synchronously view screen activity, and evaluate the call ... all of these functions can be tightly integrated for the smoothest call evaluation and scoring experience.

Hosting by the Audiolog Server

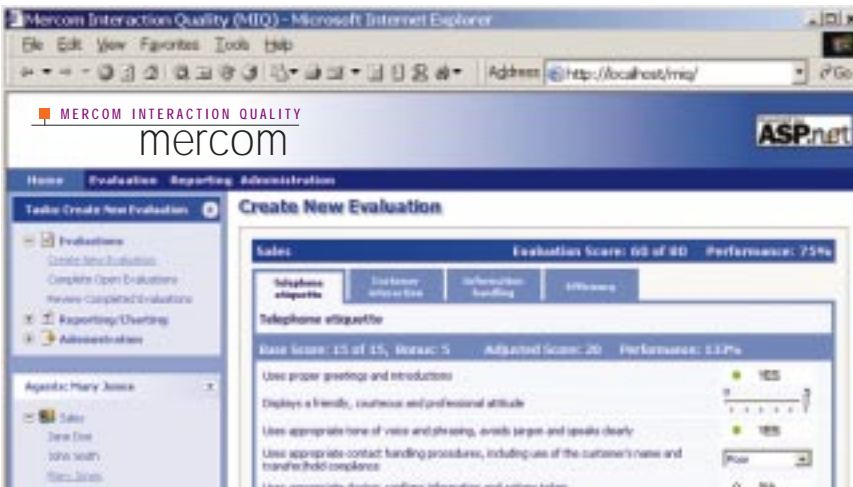
Mercom Interaction Quality's Active Server Pages can be hosted by your Audiolog recording server, thanks to Audiolog's integral Microsoft® IIS® component. This highly-efficient onboard hosting capability is another example of the Mercom Difference—integrate the maximum number of functions within the minimum number of servers. The savings in hardware and maintenance are yours!

Sophisticated Simplicity

Mercom Interaction Quality provides the power and functionality required by the largest and most sophisticated contact centers, yet is inherently scalable and affordable for smaller to mid-sized contact centers and public safety centers.

ADVANTAGES OF MERCOM'S BROWSER-BASED CALL EVALUATION

- **Ubiquitous Access**
Search, Play, Evaluate, and Report from standard PC's on your Intranet
- **Easy Updates**
Most updates occur centrally, at the Audiolog server
- **Industry-standard Interface**
Browser-familiar evaluators require only minimal training
- **Reduced Deployment Costs**
Hosting by the Audiolog Server



MERCOM INTERACTION QUALITY FEATURE HIGHLIGHTS

On-Line Form Designer

Design the form, create the questions, and assign the score elements all on-line, viewing the actual form as you build it.

Simultaneous Administration

Mercom Interaction Quality allows multiple supervisors to simultaneously design different forms.

Security

Gives you full control over who can create, edit, and use scoring forms, and which Agent's calls can be evaluated.

Portable Information

Attach and email Audiolog's standard .wav voice files along with the associated Interaction Quality PDF report.

Comprehensive Reporting
Standard and customizable reports, charts, and graphs for access to detailed information, summaries, and trends.





MERCOM'S GLOBAL PRESENCE

Mercom is represented by a global network of Value-Added Resellers. More than 300 certified reseller technologists world-wide are ready to implement, train, and maintain your Mercom Recording and Evaluation system. Mercom's Audiolog software is fully international-ready, including national language support.



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