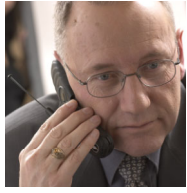
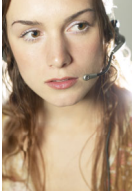




Newfound IP Call Recorder 1.0



Innovative call recording for IVR and Call Centers...

Newfound Communications, Inc. introduces the Newfound IP Call Recorder 1.0 – a software-based call recording solution for IVR and call centers.

Whether you deployed a VoiceXML-based interactive voice response application or are evaluating IVR now, the Newfound IP Call Recorder is a core component to any effective customer contact solution.

The Newfound IP Call Recorder reliably records any phone call, at any point for any amount of time. Be it a conference call, a call center agent assisted call, specific IVR dialogs, or a specific caller, the Newfound IP Call Recorder automates full-duplex audio recordings.

The Newfound IP Call Recorder leverages VoIP and VoiceXML to deliver the most flexible, cost-effective recording solution to your enterprise or call center.

Protect the investment, time and energy spent deploying your customer contact solution. Affordably, effectively & efficiently monitor and improve every customer phone interaction with the Newfound IP Call Recorder.

For Enterprise & Call Center IVR:

- **Easy & affordable.** A simple add-on to your existing system. This software-based solution is deployed using standard Intel-based Windows servers.
- **Compatible.** Newfound IP Call Recorder is compatible with legacy PSTN and VoIP-enabled VoiceXML gateways or contact centers.
- **Flexible.** Full system recording, scheduled recording and ad hoc recording are all features of the Newfound IP Call Recorder.
- **Immediately available.** Recorded audio available for immediate playback over the web or over the phone using Newfound Media Mixer.

Complete & affordable recording solution for the next generation of telephony.

- Deliver Quality assurance monitoring for IVR & Contact Centers
- Reliably record full phone conversations for IVR & Agents
- Ad-hoc recording for any call, at any point, for any amount of time
- Scale from one seat/port to thousands of concurrent seats/ports.
- Utilize Identifier-based recording (ANI, DNIS, Account Number, Speaker Verification, etc.) in VoiceXML
- Simple VoiceXML integration with sub-dialogs
- Recordings are available for immediate playback.
- Deploy with legacy PSTN and/or the latest VoIP telephony systems



Newfound IP Call Recorder 1.0

Call Recording with Complete Control:

Scale as needed. The Newfound IP Call Recorder scales from one seat/port to thousands of concurrent seats/ports in conjunction with your telephony systems.

Easy to deploy. The Newfound IP Call Recorder is a simple add-on to your existing IVR or contact center. The Newfound IP Call Recorder is a software-based solution working on standard Intel-based Windows servers in both legacy PSTN and SIP/RTP telephony environments.

Initiate Recording within VoiceXML applications. Control recording by simple VoiceXML code in any application:

- Record every call, a percentage of calls, specific dialogs or agent transfers. You control recording for any call, at any point and for how long.
- Schedule recordings for certain periods of the day, specific agents, applications or phone numbers.
- Use call related data to initiate recordings (identifier-based recording) such as successful login, account number, ANI, call frequency, hot-word speech recognition (i.e. "HELP"). The possibilities are endless...
- Catch & label ANI, DNIS, account number, recognition errors, hold times or transfer number with every recording. Capture & store this data any way you want (XML, database, call logs, etc.)!
- Immediate playback using the Newfound MediaMixer. Fast forward, rewind and/or pause recorded calls, conference calls & messages over the phone.

Capture the full context of your IVR application! The Newfound IP Call Recorder delivers a better way to manage IVR diagnostics and tuning of speech recognition applications. Hearing the IVR **and** the caller are critical to effective IVR analysis, design and tuning.

Do not consume expensive VoiceXML ports. The Newfound IP Call Recorder runs independent of VoiceXML Gateways or VoIP gateways. In turn, recorded agents or transfers don't tie up critical VoiceXML channels that can service other customers.

About Newfound Communications, Inc.



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Newfound Communications Inc. offers technology, tools and expertise to fuel the speech recognition revolution. By working with Newfound, companies and developers bypass the largest impediments to creating reliable and successful IVR applications. Newfound is the leading source for the most innovative speech solutions utilizing VoiceXML and VoIP. With the MediaMixer [VoiceXML Edition], IP Call Recorder and VXML Dialer products, automated customer service has never been easier!

Technical Specifications:

- SIP (RFC 3261) compatible
- RTP (RFC1889, 1890) - G.711 ulaw CODEC
- DTMF pass-through (In-band and RFC 2833)
- Whole Call Recording
- Ad hoc Recording Commands (via XML RPC Events):
 - *Record (both pre and post transfer)*
 - *Play (works with the Newfound MediaMixer)*
 - *Status (get the status of any channel)*
 - *Stop*
 - *File name & directory*
 - *Index: CallerID, Account#, Start time, Duration of cCall, etc. (SQL compatible DB required)*
- VoiceXML sub-dialog events
- Record formats in .wav, ulaw, alaw or ADPCM.
- Sample reference VoiceXML applications
- VoiceXML transfer support - bridge/blind/consultation <transfer> support
- IVR call load balancing
 - *Port capacity messaging*
 - *VoiceXML gateway busy signal messaging*
 - *Busy, failover and port capacity call routing*

System Requirements

- Windows 2003 or Windows 2000 Server
- Intel based server (Xeon 3.0 GHz +)
- SIP-based VoIP Gateway or VoIP provider
- Tomcat 5.0.28 or JSP-based Application Container