

Call Recording
Reporting Solutions
Quality Monitoring

Transform Telecom Data

Multi-dimensional Analysis



HigherGround®

Call Recording

Digitally record and store all agent-customer interactions. Instantly access and replay unlimited hours of call recordings from your desktop.

- Verify and monitor phone and data transactions
- Resolve customer disputes
- Comply with government and industry regulations
- Protect your company against liability
- Minimize legal risks

Integration Transformation Clarification

Quality Monitoring & Training

Ensure that every customer has the best possible experience whenever they call your company.

- Score and evaluate agent performance
- Provide feedback and real-time assistance
- Identify KPIs for training and coaching needs
- Develop best practice procedures and examples
- Present a consistent and accurate message
- Deliver the highest quality of service

Business Analysis

Create reports to analyze customer data and quantitative information to obtain a comprehensive view of your business.

- Integrate data from multiple sites within a business
- Merge telestatistics and enterprise data
- Create multi-dimensional and tabular reports
- Obtain an acute understanding of your operations
- Review past operations or forecast future business
- Optimize telecom resources for increased productivity

fusion SERIES 7™

Integration. Transformation. Clarification: Obtain an enlightened view of your business data. Fusion Series 7™ solutions integrate and optimize telecom resources to provide a comprehensive view of contact center and business performance.

A Fusion Series 7 system is comprised of three innovative product suites that can stand alone or be combined to meet the specific needs and requirements of any business. Simply select the modules from each of the suites to develop a tailored system for your organization that is easy-to-use, satisfies your strictest reliability standards, and provides you the best value.

praetorian VOICE RECORDER™

Praetorian Voice Recorders™ are turn-key recorders capable of full-time, selective, scheduled, random, and on-demand recording.

The Praetorian digitally records and stores every agent-customer interaction. Users can instantly retrieve, access and replay any call recording directly from their desktop; route call recordings via email and archive recordings.



telecom BI SUITE™

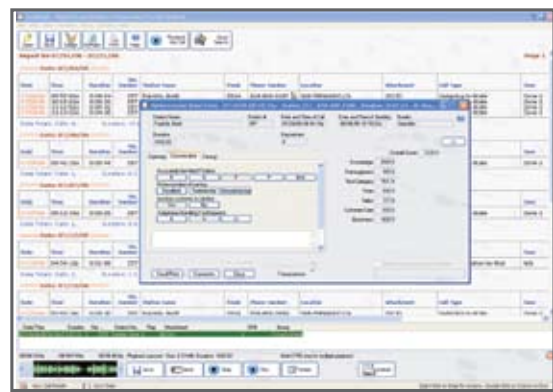
The Telecom Business Intelligence Suite™ gives you access to the valuable information about your organization by analyzing quantitative business and customer data.

Obtain essential data with unparalleled ease and generate dynamic reports. True business intelligence and telecom data analysis will enable you to make educated decisions and develop business strategies tailored to your needs.

mentor QA SUITE™

Your contact center agents are often the first point of contact for both potential and existing customers. The manner in which your calls are answered is a direct reflection of your business. The Mentor Quality Assurance Suite™ provides the tools necessary to monitor, evaluate and improve agent performance.

Most customer relationships begin with a phone call and far too many end due to poorly trained agent performance. Give your agents the feedback, targeted training and even real-time assistance they need to be more effective.



Praetorian Voice Recorders come with the following modules:

- **Instant Retrieval** – Access and instantly replay recordings directly from your desktop. Email recordings with one click.
- **Real-Time Monitoring** – Listen to calls as they occur. Last Call search function goes to the beginning of a call in progress or checks the previous call of an agent who is not on the phone.
- **Voice and Report Archivers** – Unlimited storage for call recordings and critical data.
- **Control Tower** – Centralized management with robust security controls. Single-point administrative control with user-defined privileges.
- **Digital Signature** – Verify authenticity and ensure recordings are not tampered with or altered.

praetorian VOICE RECORDER™

At the center of each Fusion Series 7 system is HigherGround's exclusive **Fusion Core**. The proprietary engine collects structured and unstructured data from multiple sources and integrates the information into a single interface.

Fusion Core

The following modules are available within the Mentor QA Suite:

- **Agent Evaluator** – Detailed scoring cards and exception reports with user-defined categories and grading criteria. Use template grading forms or customize your own.
- **Screen Capture** – Record workstation screen actions and replay in sync with voice recordings.
- **SERTAINTY™** from SER Solutions – Automated quality assurance. Retrieve or trigger calls using key phrases or phonetic word search.
- **Monet™** from Left Bank Solutions - Workforce management. Forecast call volume and schedule personnel to improve service and reduce costs.

mentor QA SUITE™

telecom BI SUITE™

The following modules are available within the Telecom BI Suite:

- **Data Connectors** – Receive complex structured and unstructured data inputs from multiple sources such as PBX, CTI, ACD, enterprise databases, etc.
- **Report Commander Pro** – Advanced enterprise interface. Generate interactive live reports and 3D graphs that allow users to “drill-down,” “drill-up,” “expand” and “compress” data without running new queries.
- **Usage and Cost Accounting** – Track and report on telestatistics for productivity and performance verification.
- **Enterprise Network Licensing** – Provide reporting capabilities for multiple users on your LAN/WAN network without additional hardware.
- **Flex Seating** – ACD or CTI integration tracks agents as they move from seat to seat; no matter where or when they sit.

The HigherGround Difference

I'm Alive™

Ensure system is up and running 24/7. The I'm Alive notification service calls your server nightly. If feedback is not received, our technicians take immediate action to guarantee uptime.

Service Reliability

Fusion Series 7 systems monitor over 300 alarms and critical applications. In most cases our certified technicians fix any problems before you know they have occurred.

Data Collection & Integration

Integrate data from multiple sources including call recordings, screen captures, agent evaluations, revenue figures, agent statistics, PBX data, ACD data and enterprise database information. All applications integrate seamlessly.

Open Architecture

Utilize, upgrade and repair hardware with ease. HigherGround's hardware platform is developed with non-proprietary, standard PC components providing customers with flexibility and significant cost-savings.

Powerful Reporting

Establish a relationship between various data sources and report on all types of performance and activity data. Users can search and find recordings and related data based on a phone number, account number, company name, vertical market, attachments to calls or whatever field they choose. Reports can be emailed, printed and/or sent to a Web site.

Telecom Business Intelligence

Capture and integrate all information available on one screen for easy access, analysis and decision making. A fully integrated system operates with virtually any enterprise database system.





HigherGround

HigherGround, Inc.[®] develops call recording software, data integration and reporting tools. Our proven solutions provide business intelligence for sound decision making and bottom-line control for compliance monitoring, risk management and performance improvement.

Founded in 1973, HigherGround has provided companies with the ability to monitor and verify phone transactions, improve agent performance, optimize telecom resources and obtain a comprehensive view of their contact center performance.



HigherGround[®]

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