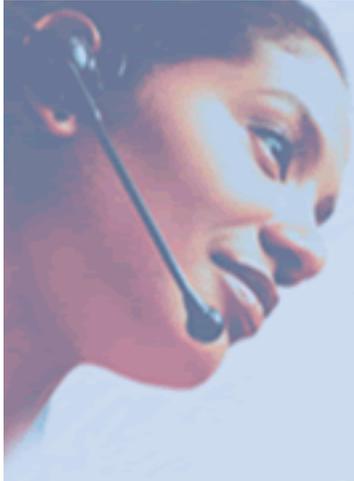




RECORDING & MONITORING

TeleFlow CallCapture™

Call Recording isn't just for Call Centers anymore! With TeleFlow CallCapture, Small Businesses can afford to own their own Call Recording and Monitoring solution!



- ✓ Enhance Customer Satisfaction
- ✓ Improve Employee Productivity
- ✓ Train and Coach Staff with Ease
- ✓ Real Time Agent Monitoring
- ✓ Resolve Customer Disputes with Confidence
- ✓ Meet Legal Obligations

Evaluate and improve your customer interaction with TeleFlow CallCapture! Using TeleFlow CallCapture you can retain your current customers by increasing the overall quality of service provided. TeleFlow CallCapture enables you to review and monitor live calls, not only giving you an exceptional training tool, but also providing a way for staff to be consistently evaluated giving your business a consistent professional image. Excellent Return on investment! Why pay for a hosted application each month, when you can deploy TeleFlow CallCapture and see the ROI in a few short months!

Why choose TeleFlow CallCapture for your office:

- ▶ Increase customer satisfaction by improving your training and coaching process
- ▶ Review past calls for quality assurance purposes
- ▶ Eliminate unsatisfied customers by consistent agent scoring
- ▶ Reduce customer disputes by having calls reviewed for verification
- ▶ Excellent ROI! Unlike hosted applications, TeleFlow CallCapture can pay for itself in a matter of months!
- ▶ Review conversations to ensure important details are not missed or misunderstood
- ▶ Record your conferences by adding our ConferenceRelay application
- ▶ Improve customer and employee relations

Add the below solutions to TeleFlow CallCapture for increased functionality!

- ▶ TeleFlow ConferenceRelay
- ▶ TeleFlow Voice Office
- ▶ TeleFlow Campaign Dialer

Get Started Today!

Contact us:

enGenic Corp.

1.888.ENGENIC
T: 604.639.6391
F: 604.639.6392
sales@engenic.com

www.engenic.com



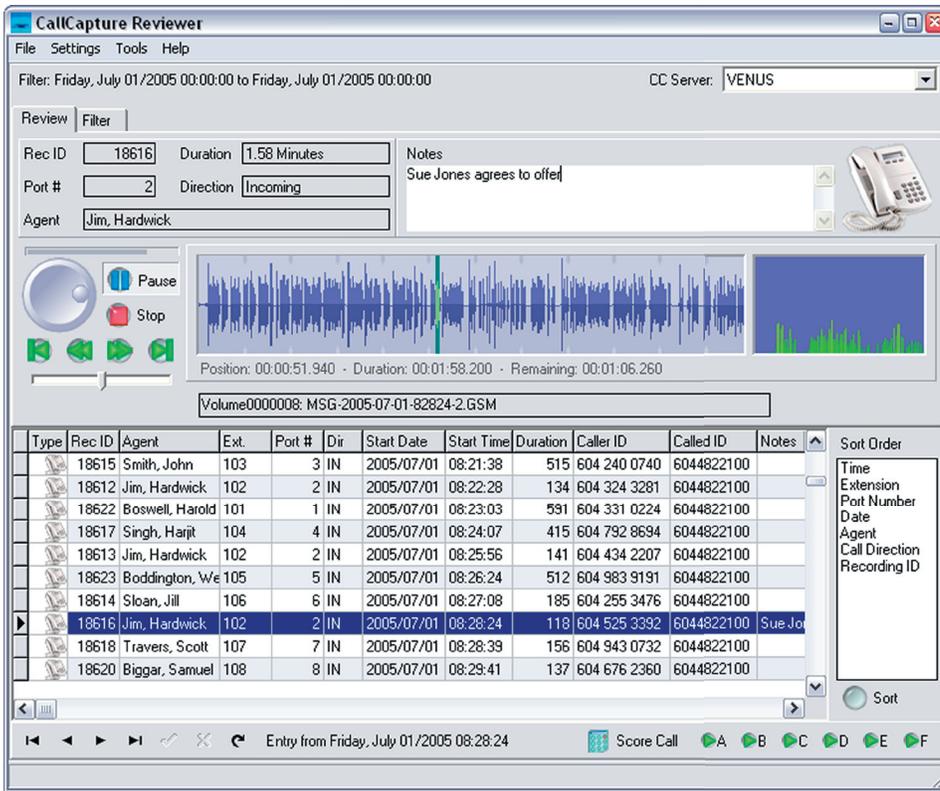
RECORDING & MONITORING

TeleFlow CallCapture™

TeleFlow CallCapture is the most reliable, flexible, and feature-rich call recording solution available in today's market. Built on our award winning TeleFlow software this application integrates effortlessly into a wide variety of network configurations and TDM environments. TeleFlow CallCapture's comprehensive call recording and monitoring capabilities allow you to monitor, record, and archive voice, radio and fax transmissions.

TeleFlow CallCapture includes an easy to use graphical interface, multi server capabilities, customizable search and filter features and a passive tap monitoring, recording, archiving and logging architecture, as well as many other valuable features.

- Award-winning software
- Monitor and record voice, radio and fax calls
- Support for all popular PBX systems
- Provides real-time agent observation and recording with support for agent scoring
- Capture fax transmissions with add-on module
- Support for both trunk and station-side recording
- Listen in live remotely through the port listener
- Call Logging with caller ID, ANI and agent information
- LAN/WAN accessible
- Extensive search and filtering capabilities
- Valuable management and auditing reports
- Hardware independent
- Highly compressed voice files for quick file retrieval and review
- Variable speed playback with pitch-shifting
- Visual scheduling manager
- Support for ANSI standard SQL database
- Scheduling and filtering of available ports based on call rules
- Support for Ai-Logix SmartTAP voice cards
- May be archived to any digital media
- Works with many popular station sets



Increase your customer retention with TeleFlow CallCapture. TeleFlow CallCapture provides supervisors the ability to monitor the interaction between agents and callers real-time! TeleFlow CallCapture facilitates archiving of calls for future playback and evaluation, making it an incredible training tool!

Unlike any other call recording application, all of TeleFlow CallCapture features can be customized to specifically fit your organizational requirements!



RECORDING & MONITORING

TeleFlow CallCapture™

Take advantage of functions previously made available to Enterprise Business and Call Centers by deploying TeleFlow CallCapture for a fraction of the price!

Don't delay! Start offering your business, customers and employees peace of mind! No matter what your reason; our affordable, sustainable application will fit your needs.

TeleFlow CallCapture uses:



Use CallCapture to Record & Monitor:

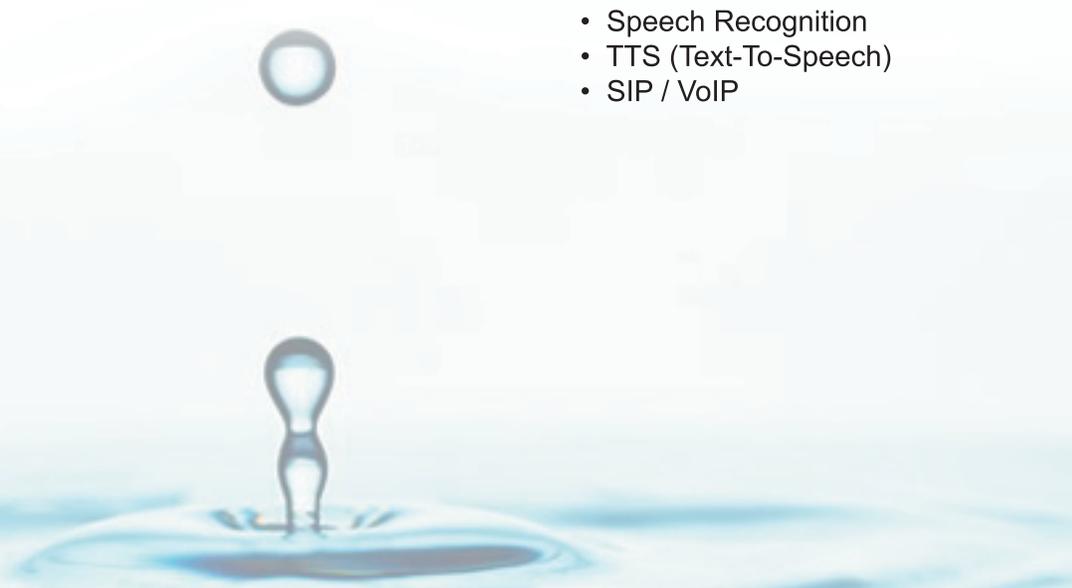
- Analog / Digital Telephone
- Trunk side / Line Side
- PBX
- Fax with Viewer Interface
- Radio Signals

Other TeleFlow Solutions Available:

- TeleFlow Toolkit
- MedicalRelay™
- Conference Relay™
- Auto Dialer
- TeleFlow Dictate™

Technologies:

- Speech Recognition
- TTS (Text-To-Speech)
- SIP / VoIP





618-1111 Melville Street,
Vancouver, BC
Canada V6B 3V6

1-888-ENGENIC
F: 604.639.6392
sales@engenic.com
www.engenic.com



Get Started Today!

Contact us:

enGenic Corp.

1.888.ENGENIC
T: 604.639.6391
F: 604.639.6392
sales@engenic.com

www.engenic.com

