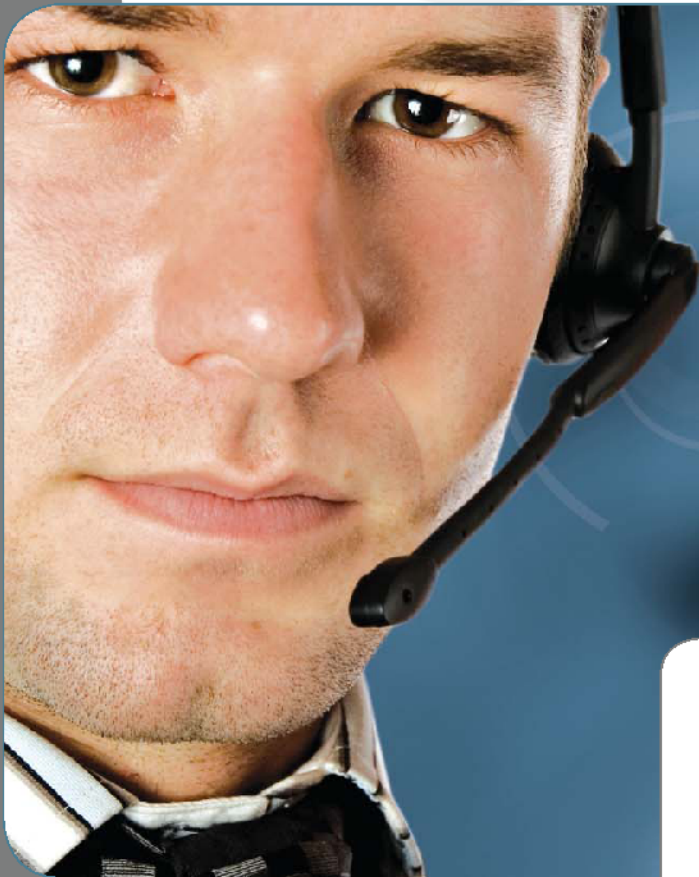




Focusing on the Customer



Measuring
Performance
Has never been easier

Cacti Solutions Highlights

- Selective/Continuous Recording
- Online Quality Auditing
- Analytical Reporting
- Automated Surveys
- Performance E-Learning
- Word Scanning

Cacti Solutions Platform

- Windows 2000/2003 Server Platform

Inspire Through Innovation

Our solutions enable organizations to improve efficiency, ensure compliance, automate processes and enhance customer service resulting in their financial success. Cacti pioneered the open architecture server based quality assurance software platform. We have immense experience providing quality assurance solutions within the marketplace. The technology shift currently experienced in the marketplace has always been anticipated by Cacti.

Cacti provides our growing customer base strong flexibility on an open platform using their existing server environment. This provides our customers flexibility, scalability and stability on a standard Windows 2000/2003 platform without any proprietary components. The return on investment is immediately realized and the customer experiences all the advantages of an open solution, while meeting their defined infrastructure standards and requirements. Additional advantages are apparent based on the fact our offerings are 90-100% software.



RECORDING | Selective Recording

ObserveCTI Enterprise Selective Recording — Provides intelligent selective multimedia recording on a non-proprietary open server platform. Capturing voice (analog, digital, VOIP), screen activities, data input, keystrokes, web interaction and email. ObserveCTI resides on a standard Microsoft Windows (2000/2003) server platform and includes other built-in options such as analytical reporting, screen recording, e-learning, chat, agent feedback and other agent interaction tools.

Continuous Recording

FocusRecord Enterprise Total Recording — Records 100% percent of all customer interactions (analog, digital, VOIP), screen activities, data input, keystrokes, web interaction and email. FocusRecord resides on a standard Microsoft Windows (2000/2003) server platform and includes other built-in options such as analytical reporting, screen recording, e-learning, chat, agent feedback and other agent interaction tools.

REPORTING

Cacti Enhanced Analytical Reporting — Gives customers the ability to access and analyze quality assurance data from a completely different perspective. Customers can establish score cards, visual dashboards and identify key performance indicators from multiple systems such as Workforce Management, ACD Call Management Systems and etc. with a click of a mouse! All reports can be scheduled automatically and delivered directly to management.

E-LEARNING

Cacti Guidance E-Learning — Allows customer to provide automatic agent training based on key performance indicators or manually distributed to individuals or multiple agents within your contact center. This application allows customers to quickly send the completed evaluation, recording and feedback to agents with a click of a mouse.

AUTOMATED SURVEY

Cacti Automated Survey Master — SurveyMaster is a user-friendly and comprehensive call survey tool that engages the customer in a completely customized automated survey. SurveyMaster is a completely interactive tool that allows customers to provide feedback via any touchtone telephone or by voice response. Your management selects questions that determine key indicators for customer satisfaction, compliance, employee campaigns, special campaign or quality assurance.

WORD SCANNING

WordScan Speech Analytics — Enables customers to extract specific words or phrases from recorded voice transactions. Recordings are categorized based on the user defined keywords or categories. Customers can search based on any specified word such as "customer number", "sell" or any chosen phrases. WordScan can be real-time or historical and keywords or phrases can be tagged and sent automatically to supervisors or management.

Server Based Recording

Cacti allows you to capture and record multiple voice and screen interactions within your contact center. This includes VOIP, Analog, and Digital internal or remote interactions. Cacti provides 100% server based recording using only open architectural standards.

Web Enabled

Cacti provides your organization a fully functional, 100% web enabled call recording and quality monitoring enterprise solution.

Secure

Cacti solutions provide a fully auditable security, while allowing rules based permissions, data retention and DOD secure deletion.

Easy Implementation

Cacti solutions enable fast and easy implementation. Cacti is an All-in-One server solution providing seamless integration with other technologies or systems.

Lower Cost Ownership

Our open architecture server based recorder platform greatly reduces traditional cost, integration concerns and resource requirements for contact center recording while protecting the customer's investment and providing a strong ROI.

continuum
SYSTEMS

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