

FOOTPRINT IS A 100% SOFTWARE SOLUTION THAT ENABLES YOU TO RECORD CALLS (COMPLETE, ON-DEMAND OR GUIDED BY RULES) WITHIN A CALL CENTRE ENVIRONMENT.

MIDDLEWARE>FOOTPRINT



The perfect alternative to traditional recording solutions

FootPrint is a flexible recording solution, which is very easy to use, designed specifically for contact centre environments, with Avaya PBX. It is created with the objective of simplifying the implementation and configuration of a recording solution within contact centres. A further important objective of this solution is to prevent the need for an important economic investment, in that it has a low licence cost if we compare it with the rest of the solutions on the market.

This solution offers various recording options: complete recording, on-demand or guided by rules, both in VoIP platforms as well as TDM, therefore adapting to your needs.



Both the recordings as well as the solution's own configuration are stored in a database, in this manner allowing other applications to access this information.

It offers a very intuitive administrator interface that will enable you to define authorisations to users and groups, even allowing for integration with the active directory, auditing all accesses and requests for reproductions.

RECORDING MODES

- A satisfied customer is the best business strategy of all. By knowing how your clients interact you will be capable of simplifying and improving customer service.

INTUITIVE

- Due to your analysis of the reports, you will be capable of redesigning your voice portal to diminish customer service times, and consequently save costs.

RAPID IMPLEMENTATION

- You will be able to navigate and filter the information from the KPIs by the dimensions that best adapt to your business.

FLEXIBLE

- You will be able to navigate and filter the information from the KPIs by the dimensions that best adapt to your business.

INTEGRATIONS

- With a simple glance you will be able to make decisions that would otherwise take more time.

STANDARS

- With a simple glance you will be able to make decisions that would otherwise take more time.

TECHNICAL INFO

PBX:

Avaya Communication Manager
Avaya Application Enablement Services (AES)

Databases :

Oracle
MySQL,
DB2
Microsoft SQL Server,

Recording modes:

Complete
On-demand
Guided by rules.

Platform:

both in TDM platforms as well as in VoIP



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