



# MERCOM

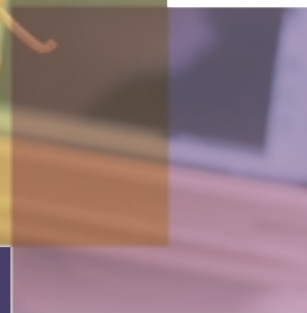
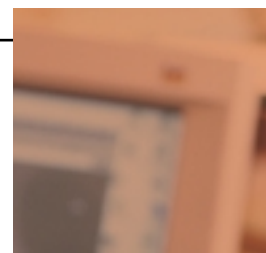
Your Advanced Suite of Call Center Tools



*“Audiolog is a great addition—it helps us reduce costs because we get more work done with fewer people. In fact, it was a key factor in ensuring my department met its 2002 cost savings goals.”*

*Cinergy*

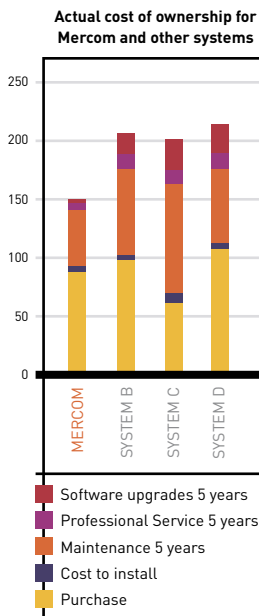
*Gary Long, Information Technology Supervisor*



# MERCOM

## Your Advanced Suite of Call Center Tools

■ ■ ■ In today's business environment, your call center must operate at peak efficiency while also improving customer relationships. Mercom's Call Center Suite delivers power and flexibility in a single recording and call center evaluation platform. It is cost-effective because it is easy to use and install, with a low cost of ownership. Mercom's advanced suite of call center tools helps you to keep customers, retain agents, enhance agents' skill sets, and minimize training costs.



Mercom's Audiolog™ Call Recording Server and browser-based Interaction Quality™ (IQ) software are designed to be intuitive to use and will significantly reduce the IT resources needed to implement and maintain them. With an industry-standard browser-based interface, Mercom products require minimal training, freeing your staff to focus on delivering great customer service. Call center personnel can design and create evaluation forms in minutes as easily as creating a PowerPoint™ presentation. Quality Assurance staff can listen to calls while using IQ on the same screen, eliminating the need for multiple desktop displays.

Thousands of IQ reports can be created quickly and easily. Reports can be viewed locally, exported to applications such as Microsoft® Excel® and Word®, and automatically emailed as PDF files. Weekly or Monthly report cards can be automatically delivered to Agents via email. Mercom utilizes Microsoft's SQL® database to provide reports that help you analyze the performance of individual agents, groups, or even the entire call center. This enables you to spot trends and respond proactively, or to compare agents, groups, supervisors, and evaluators.

Mercom's Call Center Suite is the most flexible solution available, giving you the ability to record agents and instantly retrieve recordings from your desktop for weeks, months or even years. You have the flexibility to record everything, just a percentage of calls, or only those calls you define as most significant, such as large sales, orders, specific phone numbers, or call types.

# ADVANCED CALL

## Interaction Quality™

Mercom's Interaction Quality™ (IQ) agent evaluation software provides the power and functionality required by the largest and most sophisticated call centers, yet is scalable and affordable enough for smaller to mid-sized organizations. Delivering a powerful combination of advanced technologies, design flexibility, and ease of use, IQ is the most powerful browser-based call evaluation and quality monitoring system available.

### Key Benefits

#### Improve Service with Fast, Easy Access to Customer Information

Designed with the most advanced Web technologies available, IQ ensures your call center has fast, easy access to the information you need to deliver great service. IQ leverages Microsoft® .NET®, the premier architecture for delivery of Web-based services. This browser-based architecture enables easy intranet access for all play back, evaluation, scoring, and reporting functions. IQ's web pages deliver immediate, interactive information during the call evaluation process.

#### Streamline Call Evaluation and Scoring

Interaction Quality integrates the vital information and controls needed to find, play, and evaluate calls, all from a single Internet Explorer® browser window. Functions such as selecting an agent's call, playback, synchronous screen views, and call evaluation can be tightly integrated for a streamlined call evaluation and scoring experience.

## Drastically Cut the Cost of Implementation and Maintenance

Interaction Quality's web pages deliver unparalleled cost savings. By hosting IQ on your Audiolog server, you minimize deployment costs and reduce the number of servers required while maximizing functionality.

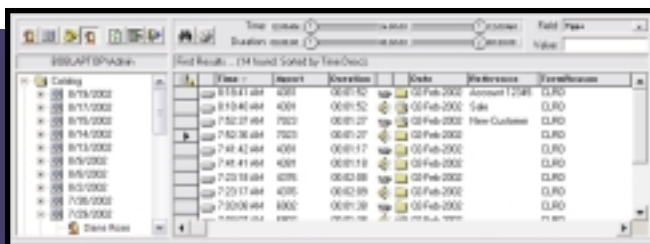
*"Mercom Developers have proven their technical agility once again with IQ. We've installed it at several customer locations and have found the process smooth and painless each time. The training is simple, it integrates well with Audiolog, and our customers are enjoying immediate results. We have all seen many competitive evaluation products, but I can honestly say I think IQ is the best solution on the market today."*

*Sound Communications Inc.*

*Darin C. Cooper, Systems Engineer*

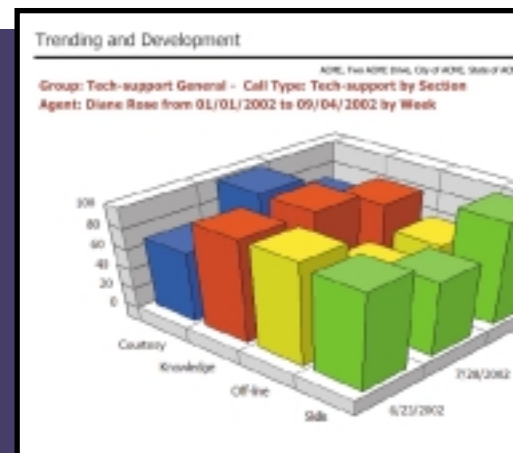
### Features:

- Design forms easily, quickly and securely. On-line access makes it easy to create questions and assign score elements on the fly, while simultaneous access enables multiple supervisors to create forms when they need them, without delays. You retain secure control over who has access to create, edit, and use scoring forms, and which agents' calls can be evaluated.
- Comprehensive reporting delivers detailed information, summaries and trends through standard and customizable reports, charts, and graphs.
- Information is easily shared by emailing Audiolog's standard .wav voice files along with the associated evaluation.



### ■ Audiolog:

*Audiolog is the advanced multi-function recording and monitoring platform that supports full-time, on-demand, event-driven, and scheduled recording*



# CALL CENTER SUITE

## Audiolog™ Call Recording Server

Mercom's Audiolog™ Call Recording Server has been installed in more than 5,000 call centers globally to record calls full-time, on-demand, based on a set of criteria or a schedule, or enabled with CTI. A single Audiolog server can serve multiple applications within your organization. With it, your call center will have more recording flexibility and connectivity than ever before, while also lowering your total cost of ownership.

Audiolog's multi-function platform and open architecture design enables call centers to simultaneously support full-time, event-driven, and scheduled recording. The Audiolog server supports and can host Mercom's Interaction Quality software, used for browser-based call evaluation and reporting. Through this efficient use of hardware, Audiolog minimizes points of failure and reduces your acquisition and maintenance costs. Audiolog can be used stand-alone, or as a specialized server within your networked environment.

## Key Benefits

### Maximum Flexibility to Record and Store Contacts

Mercom's Audiolog Recording Server is designed to fulfill the widest range of recording requirements while also being the most efficient, easy to use, and reliable solution available.

You gain maximum storage flexibility with Audiolog's open architecture, including redundant hard drives, automatic archiving to DVD-RAM, support for Network-Attached Storage (NAS), RAID5 and SAN storage, and Mercom's innovative Centralized Archiving configuration.

### Unparalleled Connectivity and Integration

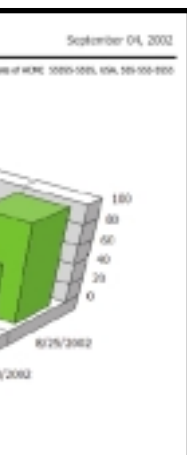
Audiolog leads the industry with advanced PBX, ACD, VoIP, Predictive Dialer and CTI compatibility. Wide-ranging connectivity

makes it the perfect choice for contact centers of all types. Mercom offers more connectivity and integration combinations than any other system available.

Audiolog is designed to minimize your technology expenditure and increase product serviceability. Each Audiolog recording server optionally supports DIRECT integration to an extensive range of PBX, ACD, and CTI systems, enabling the automated collection and fast retrieval of call data. Mercom supports all industry CTI standards including TAPI, TSAPI, CSTA, JTAPI, OAI, Genesys®, Cisco ICM® and others.

## Other Features:

- Open-architecture design assures reliability and ease of use; Audiolog uses non-proprietary PC components, Microsoft Windows® 2000, and Microsoft SQL® Server 2000 database.
- Audiolog's IRIS scheduler allows total control of when to record, what types of calls to record, which groups to record, and how many calls to record.
- Desktop record-on-demand capability allows agents and supervisors to start and stop their own recordings, or to tag recorded calls with important information.
- Outstanding desktop access lets you and your supervisors remotely playback, live monitor, schedule recordings, and manage and configure the system.
- Easily search for calls by date, time, duration, channel, agent, caller ID, DNIS, dialed number, call index number, reference text, private data, and more.
- Audiolog supports recording of all types of digital and analog telephones, trunks, VoIP phones, PC screens, and radio systems.



## ■ IQ Reporting:

*With IQ, managers can spot trends and respond proactively. Fast and easy reporting allows you to compare agents, groups, supervisors and evaluators.*

## ■ Interaction Quality:

*Streamlined call evaluation puts vital information and control at your fingertips.*



#### Awards

2002 Computer Telephony CT Expo Product of the Year Award  
INC 500

#### About Mercom

Mercom Systems, Inc. is a privately held, computer telephony systems software developer and manufacturer headquartered in Lyndhurst, New Jersey. Mercom's solutions are installed in leading call centers, government agencies, utilities, and financial institutions around the world. For the last two years, Mercom was named one of the fastest-growing companies in the USA by Inc. magazine in its annual ranking of the Inc. 500, the comprehensive guide to America's fastest-growing private companies.

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