Homisco
Global Communications Solutions

Cloud9
Cloud Based Call Logging

Safer. Smarter. Better.

Being able to record, retrieve, and review recordings of your staff's phone interactions is a valuable tool for improving performance, shortening training cycles, and mitigating business risk. However, today's call capture systems bring challenges of their own: critical customer data security, PCI and legal compliance, and significant costs for support and storage.

With Cloud 9, Homisco would like to show you a better way:

SAFER

Cloud 9 was built from the ground up to be fully **PCI compliant** and **FSA compliant** from cradle to grave on every call. Cloud 9 also provides you with court-admissible evidence for fraud prevention, loss prevention, malicious or threatening calls, and dispute resolution. In addition, Cloud 9 has built-in **Business Continuity** features with cloud-based storage and network redundancy.

SMARTER

Cloud 9's **Quality Monitoring** module provides you with customizable scorecard capabilities, so that you can monitor and track the **Key Performance Indicators** that are most critical to your business. Utilizing the QMS along with recording-based training give you a proven way to shorten on-boarding cycles, and improve new hire performance.

BETTER

Cloud 9 gives you the whole solution in one affordable package. No nickel-and-diming, no up-selling after the sale. You get it all:

- **Automatic updates included**
- **Proactive Support Included**
- **ALL Ten Modules included**

1. Call Capture	2. Screen Capture
3. Live Monitor	4. Quality Management
5. Secure API	6. Reports
7. Call Encryption	8. Secure VPN
9. Secure Cloud Storage	10. Business Continuity

Need More Proof?

Try & Buy Program

Ask About Our

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Call Logging Functionality

Call Capture

- VoIP/TDM/Hybrid Configurations
- Capture at Switch/Trunk Side/Handset
- Calls buffered locally, & transferred to cloud as bandwidth allows

Screen capture

- Auto-sync of call and screen
- Analyze agent performance, activity, and business process

Agent live monitoring

- Monitor multiple agents
- Monitor multiple sessions

Call Retrieval

- Call Browser
- Saved searches/filters
- Searchable play notes
- Retrieve calls based on:

  - Agent name
  - Campaign
  - Date and time
  - Extension/ANIS/DNIS
  - CLI
  - Call duration

Call review

- Audit trail
- Cradle to grave call view

Quality management

- Measure, benchmark, and improve performance
- Optimize training/coaching using needs analysis

Call Logging Options

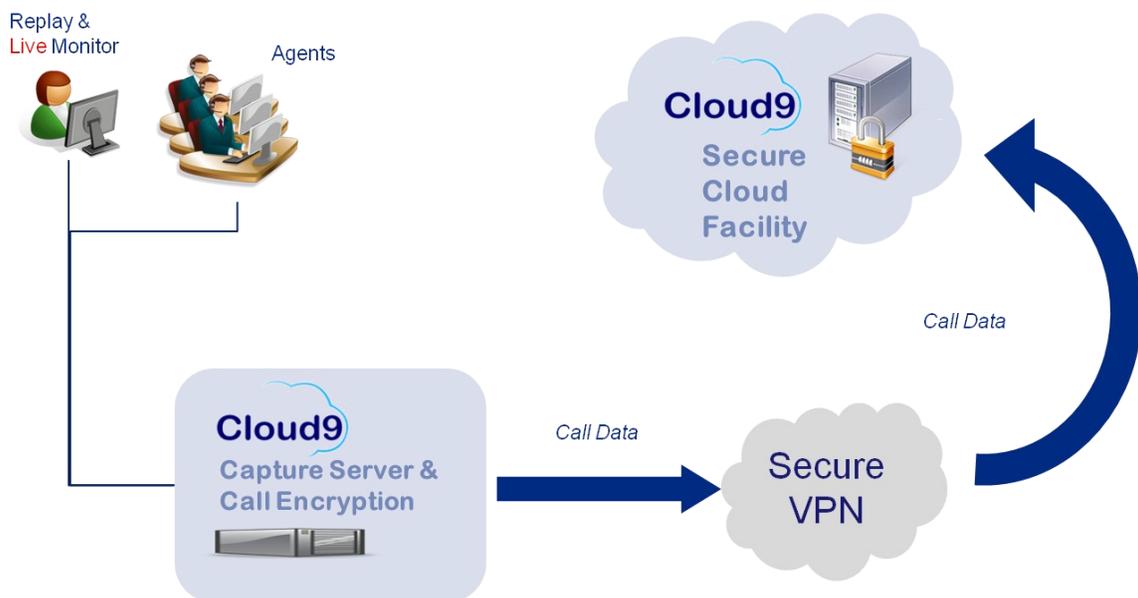**Deployment Options**

- Modules
  - Call Capture (TDM, VoIP, or Hybrid)
  - Quality Management (*included*)
  - Archiving (*included*)
  - Screen Capture (*included*)
  - Live Monitor (*included*)
  - Reports (*included*)
  - API (*included*)
- Hardware
  - Standard off-the-shelf equipment
  - TDM capture requires line interface card

Options for Voice Capture

- Capture inbound and outbound calls only
- Capture internal calls only
- Capture all calls to/from any handset

Options for Archive

- Customer defined duration
- Secure cloud-based storage
- Local storage options
- Multiple copies options

Replay & Live Monitor

Agents

Cloud9 Secure Cloud Facility

Cloud9 Capture Server & Call Encryption

Call Data

Secure VPN

Call Data