

MAJUDA<sup>™</sup>  
V O I C E

Call Recording & Quality Management Solutions



## Why Majuda Voice™?

Today's customers demand increasingly higher standards of service. This and the ever-constricting challenges of corporate governance and regulatory compliance have created a pressing need for total reliability and security in electronic call records.

If your business relies on keeping track of customer phone interactions for quality, monitoring or legal purposes, then you'll appreciate the importance of implementing a reliable and feature-rich call recording and quality management solution.

The Majuda Voice™ Suite incorporates the latest best practices in international call recording. This, combined with state-of-the-art functionality and partnerships with world-renowned hardware suppliers, serves to deliver a trusted stable and secure solution. Majuda Voice™ is the first call recording suite in the world to incorporate Microsoft's Silverlight technology and the first to develop a proactive, remote monitoring support tool, namely, MajudaAlert™.

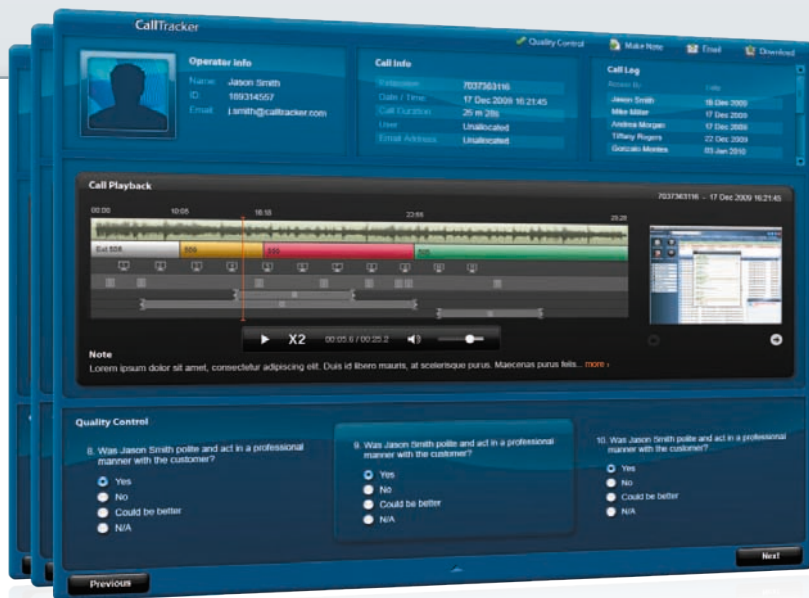
Enterprise-level support and backup, together with MajudaAlert™, is provided with the entire Majuda line of products. Our global partnerships with key support vendors, enables us to supply, integrate and support our products with the speed and efficiency all clients expect and deserve.

Whether you operate a call center, back office or trading floor, or you simply require impeccable records of phone transactions with clients and employees, the Majuda Voice™ Suite offers a secure and reliable solution that can be customised to your specific business goals.



### **About us**

Majuda Corporation, a U.S.-based corporation headquartered in Boca Raton, Florida, specializes in the development of call recording and quality management solutions that present organizations of any size with the ability to securely listen, understand and react to the needs of their customers and employees. The value Majuda delivers is the ability to leverage call recording as a secure and regulatory compliant tool to mitigate risk and liability exposure while enhancing call center effectiveness and agent performance. Majuda's reporting and analysis tools empower companies with the knowledge and insight to improve agent performance, optimize communications resources and increase revenue. Whether you're a call center, health-care provider, law firm or financial services company, Majuda has the solutions, knowledge and expertise derived from over 10 years in the industry to get the job done right. Our unrivaled pricing, ability to integrate systems with unparalleled efficiency and commitment to customer service and support, sets Majuda apart from our competitors.



## The Majuda Voice™ Suite

The Majuda Voice™ Suite combines Majuda's CallTracker™ and QualityTracker™ in order to provide a synergistic all-in-one solution that enhances an organization's ability to listen and understand customers' wants and needs, ensure service level goals are met and maintained, and increase call center productivity, quality and effectiveness. This results in more secure and streamlined business processes, improved customer service, and liability and compliance control – resulting in increased customer retention, sales and profit.

### Majuda CallTracker™

- » Securely record, store and play back all voice communications
- » Minimize exposure to disputes
- » Mitigate risk of reputation damage
- » Improve internal policy compliance
- » Protect against liability suits
- » Minimize legal risks and costs
- » Comply with increasing corporate and governmental regulation

### Majuda QualityTracker™

- » Evaluate employee performance
- » Gain insight into how your customers experience your business
- » Develop corporate best practices and procedures for your organization
- » Create effective training programs for your agents
- » Improve customer service levels
- » Increase customer retention
- » Optimize your workforce

### Majuda Alert – Proactive site monitoring

#### Key features

Web-based interface  
 End-to-end encryption  
 Granular security profiles  
 Audit trail monitoring

Multiple call search criteria  
 Live call monitoring  
 Desktop screen capture  
 Dynamic note capture  
 Quality management

Enhanced QM reporting  
 Unlimited expansion  
 Third-party data integration tools  
 Advanced user management  
 MajudaAlert™ remote monitoring

# Majuda Voice™ User Interface

**CallTracker** Quality Control Make Note Email Download

**1** **Operator info** **2**

Name: Jason Smith  
ID: 189314557  
Email: j.smith@calltracker.com

**3** **Call Info**

Extension: 7037363116  
Date / Time: 17 Dec 2009 16:21:45  
Call Duration: 25 m 28s  
User: Unallocated  
Email Address: Unallocated

**5** **Call Log**

Access By	Date
Jason Smith	16 Dec 2009
Mike Miller	17 Dec 2009
Andrea Morgan	17 Dec 2009
Tiffany Rogers	22 Dec 2009
Gonzalo Montes	03 Jan 2010

**4** **Call Playback** 7037363116 - 17 Dec 2009 16:21:45

00:00 10:05 16:18 22:55 25:28

Ext 506 509 555 505

**12** **13** **11** **9** **10**

**8** **Note**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Duis id libero mauris, at scelerisque purus. Maecenas purus felis... [more](#)

**14**

**Quality Control**

**15**

8. Was Jason Smith polite and act in a professional manner with the customer?

Yes  
 No  
 Could be better  
 N/A

9. Was Jason Smith polite and act in a professional manner with the customer?

Yes  
 No  
 Could be better  
 N/A

10. Was Jason Smith polite and act in a professional manner with the customer?

Yes  
 No  
 Could be better  
 N/A

Previous Next

- 1 **Agent imaging**
  - Displays the image of an agent associated to a specific extension
- 2 **Agent information**
  - Details the name, extension and email address of the person on the call
- 3 **Detailed call information**
  - Displays call-specific information, such as caller-ID, date, time and call duration
- 4 **Flag a call**
  - Allows an authorized user to flag a call for quality control or review by a supervisor
- 5 **Call history and audit log**
  - Secure log of every event pertinent to a call. For example, when a call was accessed, who accessed the call, whether permission to access the call was approved or denied and whether a call was transmitted to another entity
- 6 **E-mail a call**
  - Allows users to email a copy of the call to single or multiple email addresses
- 7 **Download a call**
  - This function allows for a decrypted copy of the call to be downloaded to a computer in .WAV format
- 8 **Note display**
  - Displays notes created on the call over time
- 9 **Time-specific notes**
  - Shows notes created at a specific point in time during the call
- 10 **Notes over time**
  - Shows notes created over a period of time within a call
- 11 **Screenshots over time**
  - Displays the points in time during a call that desktop screenshots were taken
- 12 **Oscillogram**
  - Visual representation of all sound being recorded
- 13 **Call transfer information**
  - Visual representation of all extensions that participated in the call
- 14 **Desktop screenshot**
  - Displays screenshots of all desktop activity occurring during a call
- 15 **Quality control**
  - Allows a supervisor to perform customized quality control questionnaires from within the visual call representation. There is no need to access external systems and screens





## MajudaAlert™

At Majuda, we pride ourselves not only on having one of the most skilled and professional support staff in the industry, but also having developed the necessary tools that enable our support teams to proactively support our clients by detecting and repairing any issues before they become problems.

### What is MajudaAlert™?

MajudaAlert™ is a next-generation customer support tool – developed in-house by Majuda Corporation – that allows us to remotely monitor and proactively support our clients' Majuda Voice™ installation 24/7.

### Why MajudaAlert™?

With reliance on call recording for compliance, assurance and security increasing daily, it has become critical that recorded calls are available when required. Finding out that your system has been down for the two-week period that contained a critical call could cost you tens of thousands – if not millions – of dollars. In our experience, 70% of call recording systems are accessed only when the need arises and, as a result,

system failures tend to happen at the worst possible time. Our competitors would argue that their solutions send out alerts in the event of a system failure, but these questions then arise:

- Who is monitoring the alerts that are generated?
- Will they be lost in the flood of daily alerts generated by all IT systems?
- What if the call recording server is down and no alerts can be sent?

### How it works

Using the latest communication technologies, MajudaAlert™ reports back to our regional support servers on a regular basis with details regarding your Majuda Voice™ installation. We monitor a multitude of variables to make sure that you are secure in the knowledge your system is operating efficiently.

## The Majuda Difference

### Latest Technologies

Majuda Corporation is the first company in the world to develop enterprise call recording and quality control solutions on Microsoft's Silverlight platform. This platform gives Majuda the ability to bring unrivalled features and broader controls into our web-based interfaces to provide a superior and more productive user experience.

### Integration

Majuda Voice™ includes a number of the latest enterprise-ready integration tools, which allow our clients access to standard data from the Majuda Server, and client-specific search and reporting requests. Our basic integration tools include XML-RPC, SOAP XML Based Web services, WCF and client specific APIs.

### Lowest total cost of ownership

Majuda takes pride in developing cost effective enterprise-level applications with the lowest total cost of ownership in the industry. We understand the importance of implementing solutions that are not only affordable at the time of acquisition, but in the future as well.

### MajudaAlert™

An industry leader in proactive site monitoring, MajudaAlert™ contributes to our low total cost of ownership by reducing the costs associated with expensive IT personnel and support contracts, and by remotely monitoring and proactively supporting all Majuda installations.

### Flexible Licensing

Majuda Corporation offers a variety of ways to license your Majuda Voice™ solution. Whatever your budget, whatever your infrastructure and whatever your methodology – it is important that your licensing option fits with your corporate environment and budget. Majuda offers per extension/agent licensing, per port/channel licensing and complete site licensing models.



### **Majuda offers the following three editions of its renowned call recording and quality management solutions:**

- **Small Business Edition**  
*Up to 32 channels  
2 supervisor licenses included*
- **Professional Edition**  
*Unlimited channels  
2 supervisor licenses included  
(QualityTracker™ not included)*
- **Enterprise Edition**  
*Unlimited Channels  
Unlimited supervisor licenses*

**To see a complete list of features, visit:**  
[www.majuda.com/majuda-voice-license-types.asp](http://www.majuda.com/majuda-voice-license-types.asp)

