



Wygant Encore™ Enterprise

Version 2.1

Voice/Data Call Recording

Contact your Wygant Dealer or call us 800-688-6423 to learn how our products can help solve all your recording needs.

RECORDING

Monitoring, Recording, and Archiving Voice and Data for Compliance, Best Business Practices, and Improved Customer Service.

Experience the genius of **Wygant Encore™**, the most powerful voice/data call recording, logging, and management system available anywhere. With Encore in your contact center, monitor, log, review, retrieve, evaluate, organize, and catalog voice and data in a simple-to-use Windows XP Pro Server environment (2003 Server optional). Achieve near-real-time verification of voice, chat, email, and fax transactions. No other system combines so many features and flexibility in such a compact, reliable, and affordable package.

CenterPlus™ adds integrated monitoring, evaluating, reporting, and coaching tools. All Encore applications work together seamlessly in a single server.



FEATURES/BENEFITS

- **Straightforward Technology.** Encore is built with an open, non-proprietary architecture using standard file formats and databases in simple-to-use Windows® environment.
- **Record What You Want, When You Want.** Record 100% of your calls or a small sampling for evaluation purposes.
- **Trigger Recording When You Need It.** Set the recording trigger based on Host control, "hot key" control from agent's terminal, VOX, CTI, and busy field.
- **Navigate Easily.** User-friendly screens and logical workflow make training easy.
- **Locate Recordings Quickly.** Search on any available fields in the database.
- **Protect Your Data.** Sophisticated data core cloaks the location of data, permitting users to only access areas you authorize.
- **Maintain Data Efficiently.** Based on your business rules, files are archived and obsolete files are deleted automatically. All data is archived centrally and accessed via LAN, WAN, or Internet connections.
- **Scaleable Solutions.** Encore's flexible architecture can seat a small number of agents or hundreds, single site or multiples. Upgrading is easy.

QUICKER

Wygant Encore provides instant access to voice and data through any number of secured stations. An icon-based user interface makes browsing and retrieval as fast as a keystroke or mouse click. Whether your primary use is agent monitoring and coaching, order verification, archiving, or all three, Wygant Encore gives you the flexibility of real-time monitoring, selective review via browser, and digital storage with fast, random-access playback.

SIMPLER

Since **Wygant Encore** uses a Windows graphical format and web browser, our system is easy to learn and to use. Make on-screen selections with just a point and click. Play back voice selections, or monitor live calls, on any Windows PC. It's a design that not only increases efficiency, it also simplifies system installation and administration.

SMARTER

For recording, choose host, programmed, or agent control. Capture entire conversations or selected segments. Contact centers requiring real-time order verification can review calls and on-screen data simultaneously, making data corrections as they listen. And since our system is not host specific, it works with any database management program you use. Archive storage choices include DVD, CD-ROM, or digital tape.

SAFER

Work locally, through a wide-area network, via an Internet connection, or in the distributed workspace of a virtual call center. Passwords allow your authorized employees or your customers to phone in and monitor agent conversations, either live or recorded. With Encore's built-in programmable security system, you decide what levels of information each authorized person may access. And you can be sure that your call center's activities will be locked away from all others.

BETTER

When it comes to value, **Wygant Encore** is clearly the better choice, with more leading-edge features than any competitor, yet at a significantly lower price. Plus, since Encore is fully scaleable, it easily grows with your company's needs without straining your budget.

Contact Your Dealer for a Demonstration.

Nearly One in Ten Fortune 500 Companies and Over a Quarter of the 50 Largest Teleservices Agencies Trust Wygant Products.



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