

The VPI call recording software has been developed over 15 years into the following advanced call recording solutions compatible with industry leading communications platforms. Choose the solution that best meets your current needs and migrate at any time.

VPI CAPTURE PRO™

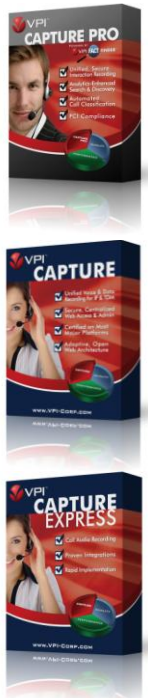
This solutions' advanced analytics engine enables organisations to **rapidly identify and address business issues and opportunities** by capturing and associating valuable data and events from agent desktop screens with recorded interactions - automatically classifying high-value interactions. It also identifies and protects sensitive information to help you minimise risk and **comply with Payment Card (PCI-DSS) and other regulations**.

VPI CAPTURE™

This full-featured software is an exceptional tool for **securely managing risk** and the perfect foundation for **boosting the effectiveness of your quality management and training programs**. It is commonly used in **evolving environments with single or multiple sites, with on-premise and/or remote employees** due to the flexibility of its Web-based centralised interaction search, playback, analysis and administration capabilities.

VPI CAPTURE EXPRESS™

Designed for environments driven by liability requirements. Proven reliability, security and ease of use are the key drivers for this product, with an easy migration path to more sophisticated features as business needs evolve. It is commonly used for environments with limited users that need ad-hoc access to finding calls for liability or compliance requirements to avoid costly fines and litigation.



Capability	VPI CAPTURE PRO™	VPI CAPTURE™	VPI CAPTURE EXPRESS™
Multi-site and Remote Location Support	✓	✓	✓
Supports IP & TDM in Same System	✓	✓	✓
Centralised Web Access and Administration	✓	✓	✓
Customisable Web Dashboards	✓	✓	✓
Interactive, Drill-through Heat Maps	✓	✓	✓
File Export (Email, Save As)	✓	✓	✓
Audio Search and Ad-hoc Analysis	✓	✓	✓
End-to-End and AES File Encryption	✓	✓	✓
File Watermarking	✓	✓	✓
LDAP/Active Directory Integration	✓	✓	✓
Variable Retention Storage Archiving	✓	✓	✓
Detailed Audit Trail Reporting	✓	✓	✓
Live Monitoring	✓	✓	
Instant Recall	✓	✓	
Perishable Pin Playback	✓	✓	
Automatic Interaction Assembly	✓	✓	
Interactions Search and Ad-hoc Analysis	✓	✓	
Retention (Record) on Demand	✓	✓	
Interaction Reports	✓	✓	
VPI Fact Finder™ Desktop Screen Analytics	✓		
PCI-DSS Compliance	✓		
Screen Analytics Event and Data Reports	✓		
Ability to Add Quality and Performance Modules via Licenses at Any Time	✓	✓	✓



and More!



Specifications subject to change.