

VAS

Voice & Video Archiving & Consolidation Server

The Noble® VAS (Voice/Video Archiving and Consolidation Server) system improves the management of your contact center's voice and video recordings. VAS delivers the ability to store *thousands of hours of recordings* for your call center. Single sites with high recording volumes and multiple sites with the need to consolidate files can benefit from greater efficiencies and improved file organization. The VAS interface allows you to quickly retrieve recordings along with key elements such as agent ID, customer name, phone number, address, call status, archive date, screen, etc. VAS also offers the option to burn files to DVD and to assign files unique IDs for retrieval.

Improved Organization & Management of Voice/Video Recordings

- > Reduce costs by eliminating the need to purchase separate recording devices or services
- > Improve call center operational efficiencies with quick storage & retrieval of recordings
- > Save time & money while immediate responses to inquiries using instant on-line retrieval
- > Eliminate time & administrative costs to file & store tapes
- > Utilize custom query-based searches for retrieving individual files

Easy File Storage & Retrieval

- > Efficient storage of voice and video recording files
- > Recommended for single sites with high-volume recording needs (10+ stations)
- > Ideal for managing the consolidation of voice and video files from multiple centers
- > Instantaneous playback of both online & archived recordings
- > Secured access — User ID & Password required to retrieve or store files
- > Archive to DVD with a unique catalog ID label for easy identification & retrieval
- > Search for files with queries by name, number, agent, call date/time, or combinations of criteria

Powerful, Scalable, & Reliable Technology

- > IBM eServer™ xSeries® servers for state-of-the-art, industry-leading technologies
- > Mainframe-class power & Enterprise scalability
- > Powered by Intel® Pentium® III, Pentium 4, Xeon™ and Itanium® processors with RAID subsystems
- > High thru-put, high access environment

“ The recording tools are one of my favorite features of the system. The ability to record all calls helps us guarantee the quality of our contacts. And, the recording storage and retrieval functions make it easy to find and review the recordings. ”