



Equature is a powerful Unified Communications Intelligence™ (UCI) platform that automatically captures and archives Email, Chat, Voice and Web interactions. The Equature ViewPoint web portal puts everything at your fingertips. Equature provides organizations a full 360 degree view of all communications.

## Features

- Captures email from the network – works with all available email servers running POP3 & SMTP
- Captures email sent to/from a user that did not go through your email server
- Captures Instant Messenger, AOL, ICQ and other chat messages
- Captures traditional voice, VoIP and Web interactions
- Captures screen data from users computers
- Full text searching with context highlighting and relevance based search results
- Full text search message bodies, headers, subjects and attachments for email and chat messages
- Searches by phone number, dialed number, extension, user and duration for voice calls
- Flexible filtering, book marking and exporting of records
- Live Monitoring of voice calls and chat sessions
- Call annotation and redaction tools
- Performs Quality Assessments for training and quality improvement throughout the organization

## Technical Overview

- Supports “single sign-on” for Windows-authenticated users
- Integrated with Active Directory and other LDAP directories
- Cross-browser supported for unlimited user access
- Supports VoIP protocols – SCCP, H323, SIP, MGCP and others.
- All major VoIP vendors supporting including Cisco, ShoreTel, Avaya, Siemens and Nortel
- Traditional phone PBX’s supported for both Analog and Digital recording
- Passive system design requiring no software/hardware on phone systems and email servers.
- Non-proprietary file storage for all communications
- Data Encryption available within the system
- Digital Dataprint™ on each record to ensure data integrity
- Flexible archiving and mirroring available for redundancy
- .NET and SQL 2005
- Automatically adds new users, phones, email and chat addresses to directory
- Flexible security throughout the system

## Key Benefits

- Automatically maintains your communications as business records
- Substantially reduces your potential liability
- Comply with SEC, NASD, Sarbanes-Oxley, and HIPAA regulations
- Substantially lowers the cost of compliance by automating your processes
- Monitors the quality of communications with your customers
- Eliminates he/said she/said scenarios
- Protects the integrity, accuracy, and authenticity of archived communications
- Eliminates costly human errors in the archive and production processes
- Ensures quick, reliable location and production of requested communications
- Low Total Cost of Ownership

## Achieve Strategic Objectives

- Voice, email, chat and web communications capture
- Advanced Speech Engine for voice analytics
- Quality Assessment Engine
- Screen Intelligence Engine
- Flexible Integration
- Advanced reporting and analytics