Call Recording & Reporting Solution
for Healthcare Clinics & Provider Groups

SonicView™

TriVium
Call Recording & Reporting

Features

- Easy-to-install, configure and manage
- Simple, intuitive, browser-based interface
- Scalable and robust
- Works with all phone systems
- Enhanced search and replay capabilities based on date/time, extension, caller ID and dialed number
- Selective or full-time recording
- Easy access of click-to-play from reports
- Detailed call activity reporting
- Automated report delivery
- Flexible recording rules
- On-demand recording capabilities
- Powerful user and system management features
- Quality recordings at high compression rates
- Ability to centralize recordings from multiple locations

Benefits

- Enhances quality assurance initiatives
- Provides additional liability protection with proof-of-call and ability to playback all call records
- Helps train and coach staff
- Streamlines the receipt of insurance claims and payments
- Optimizes patient relation efforts
- **The Bottom Line** – SonicView provides peace-of-mind that all calls are being recorded and documented

Healthcare administrators face a unique set of challenges in the marketplace every day. Whether it's adhering to strict HIPAA regulations, implementing training and coaching for staff, or managing patient scheduling, improving healthcare provider communications and customer service may at times seem a bit overwhelming.

TriVium's **SonicView™ Call Recording & Reporting** deliver a call recording and reporting solution that has unrivaled functionality to meet these unique needs and requirements. Specifically, this robust and scalable solution helps optimize the facility's quality assurance, patient relations, insurance reimbursements, office operations and scheduling management -- all within an interface that has superior usability and unique features created specifically for healthcare clinics and provider groups.

SonicView takes into account the necessity for compliance and health provider/patient privacy concerns and is completely tamper-proof and secure. If the facility is in the process of implementing electronic records (EMRs) or electronic health records (EHRs), adding call recording and reporting to the business model can help streamline operations, optimize patient relations and provide documentation of patient interactions so that users can easily playback recordings to reference errors and omissions.

Quality Assurance: With SonicView Call Recording, users are assured that information is being communicated correctly to patients and in alignment with HIPAA regulations. SonicView call recording gives administrators and supervisors the ability to listen to calls so that they know exactly what is being said and what isn't being said.

Liability Protection: Malpractice and licensing complaints deal at least in part with information that is communicated over the phone between physician and/or staff and the patient. With SonicView call recording, it's easy to locate, retrieve, play back and securely share phone-based conversations with administrators, clinical nurse supervisors, attorneys and additional staff in the event that litigation ensues.

Speech Analytics: Speech Analytics enable organizations to identify words and phrases within their audio data to gain valuable intelligence. Users of this solution benefit from improved productivity, rapid response to customer interaction trends, strict adherence to best practices and policies and regulations by all parties involved. This includes reliability and peace of mind for users. As volumes of call recordings increase, organizations need a reliable method to identify specific information within their call recording database. They also need a fast, accurate and flexible means to retrieve individual recordings or identify the ones that have a defined set of words or phrases to meet a growing range of business needs including compliance, security and business intelligence.

SonicView™

Share Recordings

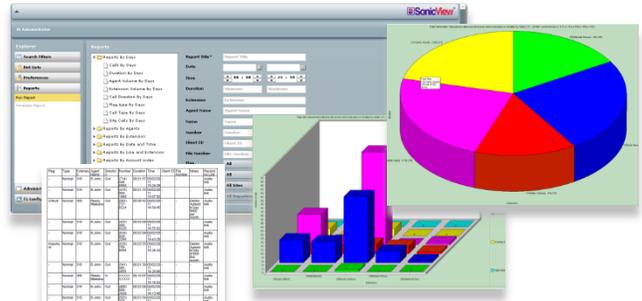SonicView provides various ways to share recordings, including:

- Downloading the recording as an MP3 file from the server and emailing the file
- Emailing a unique link to the recording
- Creating an Adobe® PDF or Excel™ spreadsheet file that includes a list of calls with embedded links

The latter two are great ways to effectively share recordings without putting a lot of load on the network or email servers.

Reports & Report Automation

SonicView gives user the ability to generate a variety of reports, providing direct insight into the productivity of their organizations. These reports can either be created ad-hoc or can be automated and sent out as email attachments. Reports have embedded links to recordings which can then be played back and shared within an organization for training and coaching purposes.
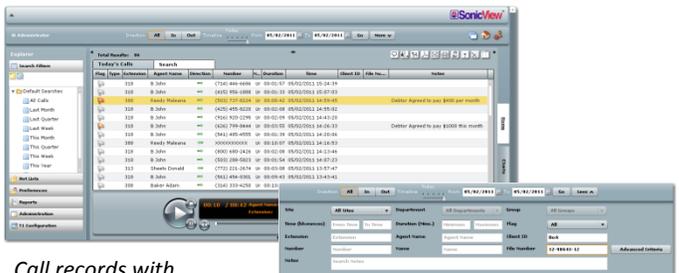
Call Scoring, Evaluation and Analysis

Call Scoring and Agent Evaluation module, an add-on tool for SonicView, provides users with a variety of templates to evaluate employee calls. These templates can be based on the department that is being evaluated (I.e., training, compliance, sales, support) or based on specific client requirements. Once templates are created, managers and supervisors rate the employee's performance while listening to a call recording. The evaluation reports can then be used for coaching and training purposes as well as measuring an employee's productivity.

Agent Studio & On-Demand Recording

SonicView allows employees to access their own recordings from Agent Studio, which is also a browser-based interface. Agent Studio can be enhanced with an On-Demand Recording client that allows agents to start and stop recording calls to take credit card information per PCC/DSS compliance regulations during calls.

Screen Capture

TriVium's Screen Capture option enables an agent's desktop activity to be recorded at the same time the call is being recorded. Watching the screen activity while reviewing the voice conversation allows the supervisor to determine the productivity levels of the agent and the training needs. The play back of the screen recording is done by SonicView and is synchronized with the play back of the call recording.

Administration & User Management

SonicView allows all administration to be done using a browser-based interface. There are also a variety of settings and prioritizing of data that can be done based on the nature of the business. Administration also allows data management in terms of archival and retrieval. User Management capabilities allow different levels of access based on predefined permissions.

SonicView Call Recording & Reporting is available at very affordable price points and provides the most comprehensive call recording features and functionalities found in the marketplace today!

Reports & Report Automation

Create a variety of reports including PDFs and graphs

Search & Replay

Call records with playback controls

Search Filter

Call Scoring, Evaluation and Analysis

Call Scoring Template

Score Analysis

Screen Capture

Call recordings and screens are captured and synchronized for a 360-degree view of call floor activity

Screen Capture

*SonicView integrates with many different third-party applications. Some of the features listed above require additional licenses. Please contact a TriVium Systems representative for more details.

TriVium
Call Recording & Reporting

www.triviumsys.com

Request a Demo

To schedule a demonstration of **SonicView**, contact us:
Tel: (503) 439-9338