

SonicView™ Call Recording & Reporting Collections Software Integration and API



Leverage your existing data! SonicView™ Call Recording & Reporting has been specifically designed to integrate with Collections software applications.

Custom configuration allows import of data from all Commercial Collections Software, in-house software solutions as well as automated dialers – premised-based or hosted. TriVium has partnered with Collections Software vendors such as **JST, CLS, QLAW, Hubbard, DAKCS** and **CUBS**, allowing data to be exchanged between both applications giving you unprecedented access to your call recordings. Unlike most other call recording software, SonicView provides integrations specific to the ARM market to maximize the value of call recording, making your business more productive and letting collection managers do what they are good at!

Collection Software Integration

SonicView can integrate with any Collections Software in the marketplace, giving users the ability to search for recordings based on Client ID and/or Debtor File number.



SonicView™ Call Recording provides

- Collections software Integration
- Two-way data transfer allows playback of recordings directly from your Collections Software
- Flex Reports and Advanced Export
- An Integrated API

What Used to Take Hours Can Now Be Done in Just Minutes!

ABC Collections handles accounts for major clients such as **Resurgent, CapitalOne** and **Calvary**. These clients require weekly reports to be sent on the debtors that have been contacted on their behalf. It used to take Gina, the collections manager, hours each week to create these reports. Each client expected the data in a different order and with unique field names.

Gina contacted TriVium about SonicView's Collections Software Integration and Flex Reports. Now the data from her company's Collection software is imported into SonicView each night and the weekly reports are automatically created. Each report is in the specific format that the client requires and all Gina has to do is

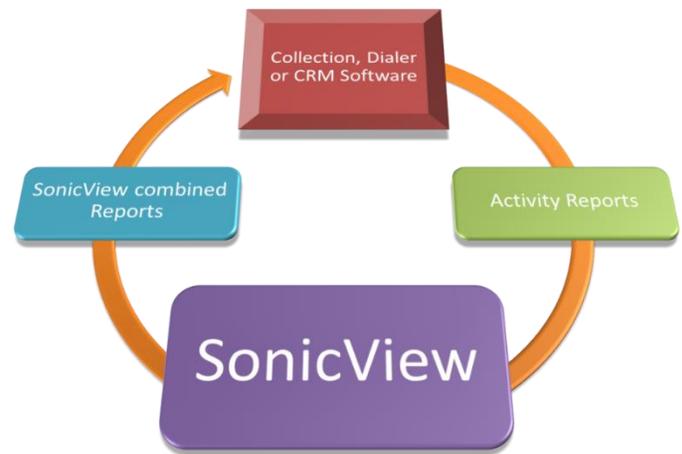
Why integrate?

By choosing to integrate your Collections Software with SonicView you gain the ability search recorded calls using the SonicView Web Interface by Debtor File Number, Client ID, Forwarder Number and many other fields from your Collections Software.

In addition, the processed data can be imported back into your Collections Software allowing you to playback recordings directly from your Debtor Account records.

Integration with Automated Dialers enable search and playback of calls made from your dialer. Search and play back recordings by Extension and number dialed even if your agents are continuously logged into the dialer and are passed calls as they connect.

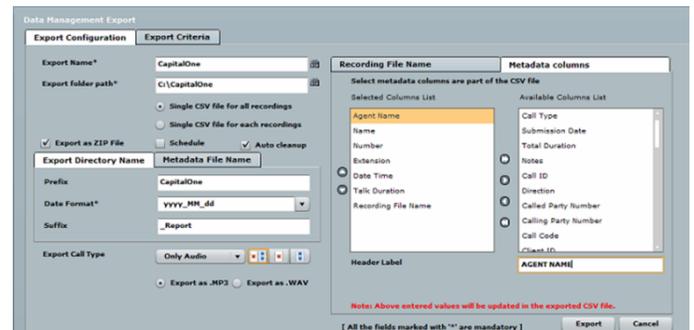
How it Works



Configure Client reports using SonicView's Flex Reporting

Flex Reports and Advanced Export

Resurgent, Calvary and CapitalOne are just a few of the clients that require regular reports on calls made on their behalf. Each client has unique formats that reports need to be supplied in. SonicView offers an easy to use and fully customizable report and export interface allowing you to build these detailed client reports in the formats they require.



Advanced search capabilities using Debtor information

Integrated API

SonicView's Full featured API empowers your Collections and CRM software to directly access call recordings. The API allows for playback of recorded calls via a URL link or by downloading a copy of the recording file. You can also update and add additional details to the call recordings which will then be visible within the SonicView web interface.

Assign	Flag	Call Type	Extension	Agent Name	Direction	Number	Name	Talk Duration	Time	Client ID	File Num
			479	Calnon Richard		(555) 940-0205	Unknown	00:03:55	07/10/2015 15:11:00	abc123	0987123
			406	Baker Dallin		(555) 439-9338	Unavailable	00:00:26	06/28/2015 14:49:00	12345	097123-54
			414	Sheets Donald		(555) 724-9704	Unavailable	00:00:27	06/28/2015 14:40:00		1234
			406	Baker Dallin		(555) 426-1629	Unavailable	00:10:57	06/28/2015 14:18:00		
			414	Sheets Donald		(555) 768-0200	Unavailable	00:08:17	06/28/2015 13:51:00		10222325
			479	Calnon Richard		(555) 537-1000	Unavailable	00:00:25	06/28/2015 13:31:00		
			479	Calnon Richard		(555) 537-1000	Unavailable	00:00:25	06/28/2015 13:29:00		
			479	Calnon Richard		(555) 333-3301	Unavailable	00:01:08	06/28/2015 13:08:00		