



maximiser **SpliceLog Pro**

Product Release Notes

Introduction

SpliceLog Pro is a 2nd Generation product, combining the functionality of SpliceLog Plus and SpliceRecord into a single application - delivering Call Logging/Management and the management of Call Recordings in a simple to install and use package.






SpliceLog Pro supersedes and replaces the existing SpliceLog, SpliceLog Plus and SpliceRecord applications. The major differences from the existing products are;

- 100% Web based application
- Single product only rather than two different applications
- Bundled MySQL database
- Runs as Windows Service
- Cost effective upgrade to allow call recording
- Simplified per channel/ concurrent call licensing for call recording
- Installation wizard
- SpliceLog Plus upgrade wizard

Call Management













SpliceLog Pro, is SpliceCom's next generation, web-enabled, all in-one Call Logging/Management/Recording application, specifically developed to work in conjunction with maximiser. Hosted on a Microsoft Windows PC or server, SpliceLog Pro is a single, easy-to-use application, which allows information to be viewed and reports to be run through any standard web-browser - including SpliceCom's PCS 400 or PCS 50. SpliceLog Pro is simple to set-up, using an Installation Wizard to prompt for information relating to the following areas;

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-  Internal MySQL or external SQL database
-  Site Name
-  **maximiser** connectivity
-  Web Services
-  Licences

The rest of the configuration is totally automatic, using information stored in **maximiser's** LDAP database. User & Department names, telephone numbers, LCR details, Account Codes are all downloaded to SpliceLog Pro in this manner.

SpliceLog Pro allows every phone call to be logged, checked, costed and stored automatically. Outgoing call statistics give Administrators and Department Managers all the information they need to control their own telephone budgets. Incoming call records show if, when and where calls are being lost and how long users are taking to answer their calls. Line usage is also monitored so it's easy to see if more trunk lines are required - or if you're paying for too many! Reports can be generated at regular intervals and delivered by email, as can alarms for calls made to Premium Rate numbers, those exceeding a pre-defined duration or cost, or, if a team member misses an incoming call. SpliceLog Pro provides 14 standard Management Reports plus an additional fully customisable report that allows you to select your own criteria to produce a more bespoke output;

-  Create a Telephone Bill
-  Enterprise Overview
-  Trunks Busy
-  Frequent Numbers
-  Daily Activity
-  Call Geography
-  Full Call Analysis
-  Top Calls
-  Target Response
-  Extension Usage
-  Incoming Call Analysis
-  Account Summary
-  First & Last Calls
-  Inbound Call Performance
-  Custom Report

SpliceLog Pro supports up to 500 users and operates independently from the number of trunks or sites connected via a single **maximiser** system. This capacity can be expanded in increments of 100 users. As your **maximiser** expands and more users are added, SpliceLog Pro will automatically detect the additions. As soon as a call is made or received by a new user they are added to the Call Logging database ready for processing. Built on and bundled with robust MySQL technology, SpliceLog Pro has no practical limits to the number of calls it can store in its database. Data can be archived out of the live database into storage at any time, making room for more call records. If your customers' are already using SQL within their organisation, an installation option within SpliceLog Pro allows this database to be used instead of the default MySQL.

SpliceLog Pro runs as a Windows Service. This provides security as the console does not need to be open during normal operation and allows the application to re-start automatically should the PC or Server it is running on be closed down and re-started or re-booted.

Call Recording Management

SpliceCom's SpliceLog Pro also delivers in-built Call Recording management. When combined with **maximiser's** call recording capabilities (supplied as standard and capable of recording ALL incoming and outgoing calls), it provides a totally integrated, feature-rich solution, which delivers cost-effective Call Recording to even the smallest of businesses.

Typically, this type of solution is still delivered by combining products from three different vendors - PBX, Call Recording & Call Management - offering very little (if any) integration and requiring all three products to be configured and managed separately. For smaller businesses, the cost of an entry-level call recorder alone is likely to be several times the cost of their telephone system.

SpliceLog Pro allows Call Recordings made on **maximiser** - either automatically or manually - to be exported, searched/managed and played-back.

Details of the Call Recording - including the ability to "click & play" - are included with the full call logging record of each call. All you need to decide is how many concurrent telephone calls you'll need to record at any one time and then purchase the appropriate number of channel licenses. In line with SpliceCom's "Fair Trade" Licensing policy, you can add licences in increments of one.

maximiser's architecture allows each leg of a transferred call to be recorded, no matter how many times it is transferred. One of the key benefits of SpliceLog Pro is that when viewing any 'individual leg' of a call, all of the other legs associated with that particular call are also displayed. This makes it incredibly easy to listen to an entire call, regardless of how many people the call has been transferred to.

Each copy of SpliceLog Pro comes with a free 14-day trial licence allowing two concurrent call recordings to be exported. Not sure if you really need Call Recording, then try before you buy.

Recording Calls

SpliceLog Pro delivers the ability to manage Call Recordings once they have been made on **maximiser** - either automatically or manually. Manual recording is instigated by the user via the PCS 400, PCS 100 or PCS 50 in either IP Softphone or Phone Partner mode. Automatic recording of outbound calls, and inbound calls to both users and Departments is configured via the browser based **maximiser** Manager. Details of how to configure automatic call recording on **maximiser** can be found on page 160 of the Version 3.1 Installation and Reference Manual (June 2006) and page 193 of the Version 3.2 Installation and Reference Manual (March 2007).

Licensing Mechanism

SpliceLog Pro uses a per channel/concurrent call licensing scheme to manage Call Recordings made on the **maximiser** Voice Processing application. For example, four licenses allows four call recordings, made at the same time, to be stored, managed and played back via SpliceLog Pro. These can be outgoing, incoming or internal calls. Should **maximiser** be set up to record more simultaneous calls than there are concurrent call licenses available for SpliceLog Pro, the calls will still be recorded and saved for a period of 90 days. SpliceLog Pro will show these recordings as present but unavailable, and are indicated with a blue (instead of the normal yellow) loudspeaker icon. Purchase of the relevant extra number of licenses will allow these recording to be played back as normal. Recordings will be deleted after 90 days should extra licenses not be purchased at the end of that time period. Each copy of SpliceLog Pro comes with a free 14-day trial licence allowing two concurrent call recordings to be imported. In addition, an Audit Trail allows supervisors to see who has listened to specific call recordings.

Deployment Options

Single Site: SpliceLog Pro runs on a Windows PC or Server and connects to the **maximiser** system via the LAN. When using SpliceLog Pro to manage call recordings made on **maximiser**, please note that you will need to order the appropriate number of per channel/concurrent call licences for SpliceLog Pro and ensure that the equivalent resource is available for Call Recording within the SpliceCom Voice Processing application. When this application is run on a 4140 Remote Call Server, up to 4 concurrent calls can be recorded. This increases to 8 concurrent calls when run on a 4100 Call Server. When available, the new 5108 Call Server will support 2 concurrent calls as standard (which can be increased to 8 through licence keys) and the 5100 4 concurrent calls as standard (expandable up to 16 through licence keys). To provide higher capacity call recording, the SpliceCom Voice Processing application can also be run on a standalone Linux PC or Server. A current entry-level PC will give up to 30 concurrent channels, whilst an HP 2.8 GHz Pentium 4 PC running 512 MB of memory has been tested running 60 concurrent channels. When the Voice Processing application is run on a Linux PC or Server the relevant number of Voice Processing Port Licences will also be required (LIVP-PORT). These licenses cannot be transferred between platforms. Therefore, when the **maximiser** Voice Processing application is running on a Linux PC or Server, and 16 concurrent Voice Processing ports are required, 16 x Voice Processing Port Licences must be purchased.

Multi-Site Call Logging: Typically Call Servers/Remote Call Servers deployed in a multi-site network will be linked via an IP Wan as a single system. To log the calls from all sites in this scenario only requires Global Call Logging to be enabled on each Call Server/Remote Call Server and a single instance of SpliceLog Pro running on one site, connected to the primary Call Server/Remote Call Server.

In multi-site installations where the collection of Call Logging information is considered essential to business - i.e. for billing purposes - you may wish to deploy Telnet PBX, a data collection application, on each remote site. Running on a Microsoft Windows PC and connected to each Call Server/Remote Call Server via the LAN, Telnet PBX ensures that the Call Logging records are stored locally in the event of a WAN failure between sites. The records can then be collected by SpliceLog Pro when the link between sites is restored.

Remember, **maximiser's** unique Global Call Logging Feature means that **ONE** SpliceLog Pro can log the calls of many sites. Other manufacturers need one licence for each switch - which could potentially cost £'000s more,

Multi-Site Call Recording: In multi-site installations it is usual for the Call Recordings to be handled locally by the Voice Processing application - either running on the Call Server/Remote Call Server or a networked Linux PC or Server - with the .wav file for each recording being downloaded to SpliceLog Pro once it has been completed. Network capacity planning between sites should take into consideration the need for sufficient bandwidth to be available between sites for this file transfer to take place - each recording takes 0.5 Mbps per minute.

Upgrade Policy

Existing SpliceLog customers: Upgrade to SpliceLog Pro available for £100. Call Logging data captured using SpliceLog can be exported to SpliceLog Pro using the Upgrade utility. This will be available in late June 2007.

Existing SpliceLog Plus customers: Upgrade to SpliceLog Pro available Free of Charge. Call Logging data captured using SpliceLog Plus can be exported to SpliceLog Pro using the Upgrade utility. This will be available in early May 2007.

Existing SpliceLog Plus/SpliceRecord customers: Upgrade to SpliceLog Pro available Free of Charge. "X" concurrency licenses will be made available free of charge, where "X" is the number of trunk lines connected to **maximiser**. Call Logging data and Call Recordings captured using SpliceLog Plus will be exported to SpliceLog Pro.

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Those customers who have purchased SpliceLog with the intention of upgrading to SpliceRecord at a later date will have budgeted to pay £1,800.00, which includes 10 Archive licenses. For the same price they will be able to purchase eighteen concurrency licenses.

Support

SpliceLog Pro is a standard SpliceCom product and is supported in the same manner as the **maximiser** and Proactive Communications Station (PCS) product lines. Reseller's are responsible for 1st and 2nd line technical support. Should 3rd line technical support be required, the reseller's technical support team can contact SpliceCom Support on 01923 282200 or email support@splicecom.com.

Support for Existing SpliceApps

SpliceCom will continue to provide support for SpliceLog, SpliceLog Plus and SpliceRecord until 1st April, 2009.

Support Services

Support Services for installation and commissioning of SpliceLog Pro and on-site customer training within the UK mainland, are available to resellers at £400 per day, or part thereof, plus traveling expenses.

Training

A half day training course on installation, configuration and administration of SpliceLog Pro for resellers is available at SpliceCom HQ in Chorleywood, Herts. Itinerary is as follows;

- § Installation
 - § Getting the software
 - § Installation Wizard
 - § Additional Configuration
 - § Call Recording
 - § Multi-Site Installations

- § Reports
 - § Running Reports
 - § Scheduling Reports

Courses pre requisite is the successful completion of the three day **maximiser** Installation & Maintenance Course. Cost is £100 per delegate. The course schedule for the remainder of 2007 is as follows;

- § 29th May
- § 26th June
- § 31st July
- § 28th August
- § 25th September
- § 30th October
- § 27th November



Please book with a valid PO via Ros Leftley on 01923 287700, or email admin@splicecom.com

Demonstration

For a live demo of SpliceLog Pro please visit www.splicelog.com

Availability

SpliceLog Pro is available with immediate effect. All orders "in process" for SpliceLog, SpliceLog Plus and SpliceRecord will be converted in to SpliceLog Pro sales.

Future Enhancements

The ability to action Bulk Archiving and Restore of Call Recordings held on SpliceLog Pro will be available in October 2007. Support for Call Scoring & Measurement of call recordings will be added by the end of the year. Both of these enhancements will be extra cost options.

SpliceLog Pro - System Requirements

Operating System:	Microsoft XP Professional, Windows Server 2000 or 2003
Processor:	Intel Pentium 4 3.0 GHz or Equivalent
Memory:	512 MB RAM
Disk:	250 GB HDD
Other:	10/100 Mbps Network Adapter. DVD Writer

SpliceLog Pro - Part No.s and List Pricing

APP-SPLOGPRO00	SpliceLog Pro	£995
APP-SPLOGPRO01	1 (one) channel/concurrent call recording licence	£100
APP-SLOGPROUS	Licence to enable 100 extra SpliceLog Pro Users	£300
APP-TELPBX01	Telnet PBX	FoC
APP-SLOGPROUG	Upgrade from SpliceLog to SpliceLog Pro	£100
SUP-SPLAPPS00	Support Services for SpliceApps per day	£450*
SLP-TSS01	One off Tariff Subscription Service	£75*
SLP-ATSS01	12 Months Tariff Subscription Service - 1 Carrier	£249*
SLP-ATSS02	12 Months Tariff Subscription Service - 2 Carriers	£349*
SLP-ATSS03	12 Months Tariff Subscription Service - 3 Carriers	£449*
SLP-ATSS04	12 Months Tariff Subscription Service - 4 Carriers	£549*
SLP-ATSS05	12 Months Tariff Subscription Service - 5+ Carriers	£649*

* Reseller transfer pricing