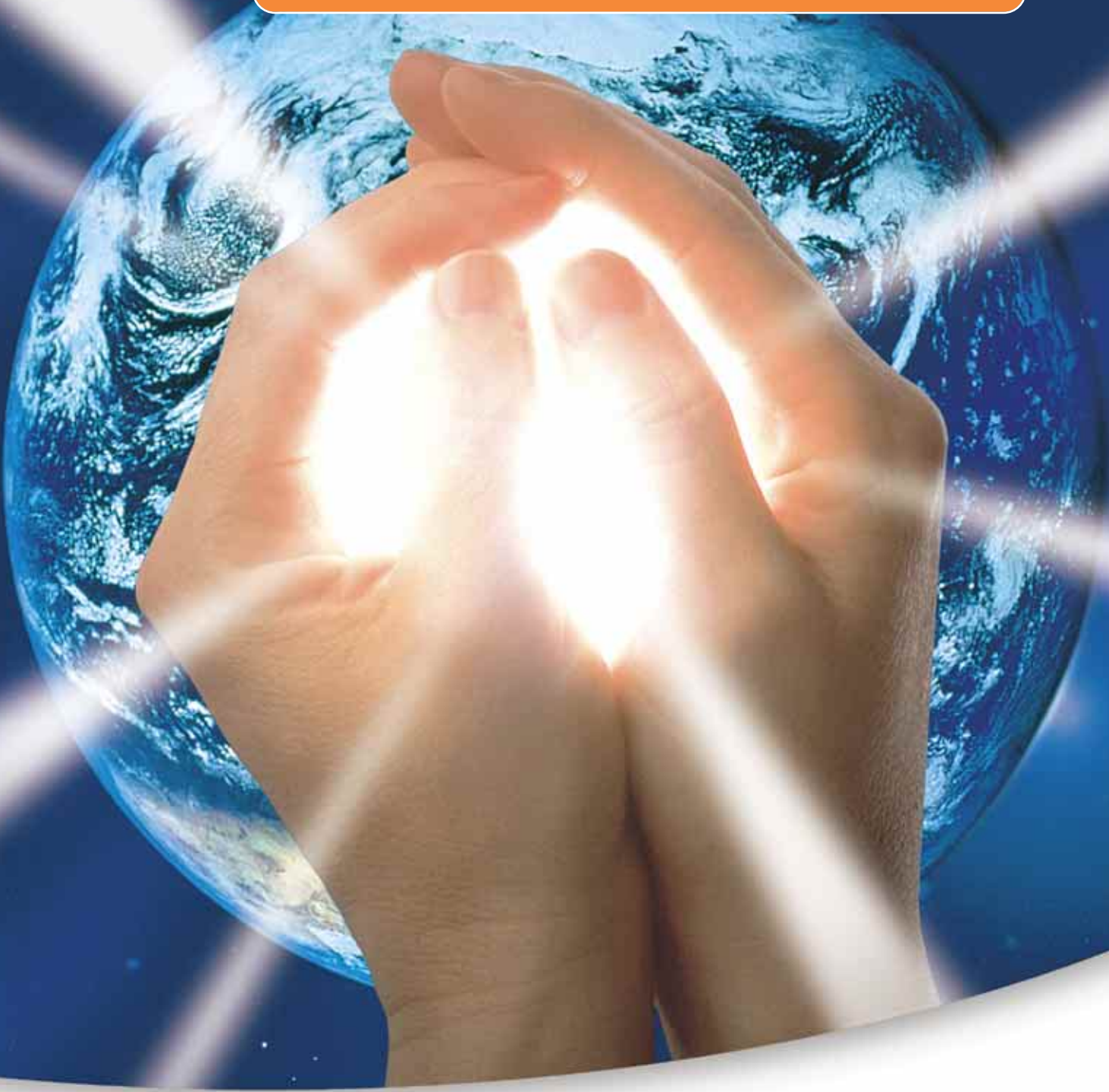


Eventra Captures the Moment



empathy™

***Empowering your business with effective
customer interaction solutions***



eventra

Investing in the Future

Advances in communication technology and rising user expectation levels are opening the door to a myriad of new applications. Applications that push the boundaries of conventional recording and create a demand for the next generation event capture systems.

Technologies such as web-enabled communication, voice over IP and video conferencing are now a commercial reality. They are generating a call for systems that can record and playback not only voice, but the complete 'customer experience', whether it be a video conference, a transaction undertaken via the web, or a telephone conversation.

Eventra from Empathy has been developed to cater for these emerging multi-media technologies, while delivering today's voice and data recording applications. Designed around a modular, customisable architecture, this advanced applications suite provides an assured path forward in the face of dynamic change. Unrivalled in the marketplace, Eventra provides the means to deliver tomorrow's recording and event capture solution, today.

Introducing Eventra

Eventra is an innovative voice recorder and event capture system. It is designed to capture both current and emerging forms of communications media as well as cater for the growth in changing user requirements. Today it offers a complete multi-media recording and event capture solution for agent performance analysis, assurance and compliance.

Eventra is a true enterprise system, engineered to integrate seamlessly into your existing communication environment. The use of industry standard technology, including Windows NT based solutions, provides a homogeneous environment for ease of management, maintenance and future up-grade. Java and web-enabled clients provide unprecedented application portability and operating system independence.

Eventra also operates as an integral part of the business environment. Its incorporation of business rules allows you to tailor the application to fit your corporate and communication strategies precisely. For the first time, the use of recording, archiving and user policies puts you in control. Call recordings and captured data can be managed and deployed to maximum effect, generating demonstrable benefits for your business.

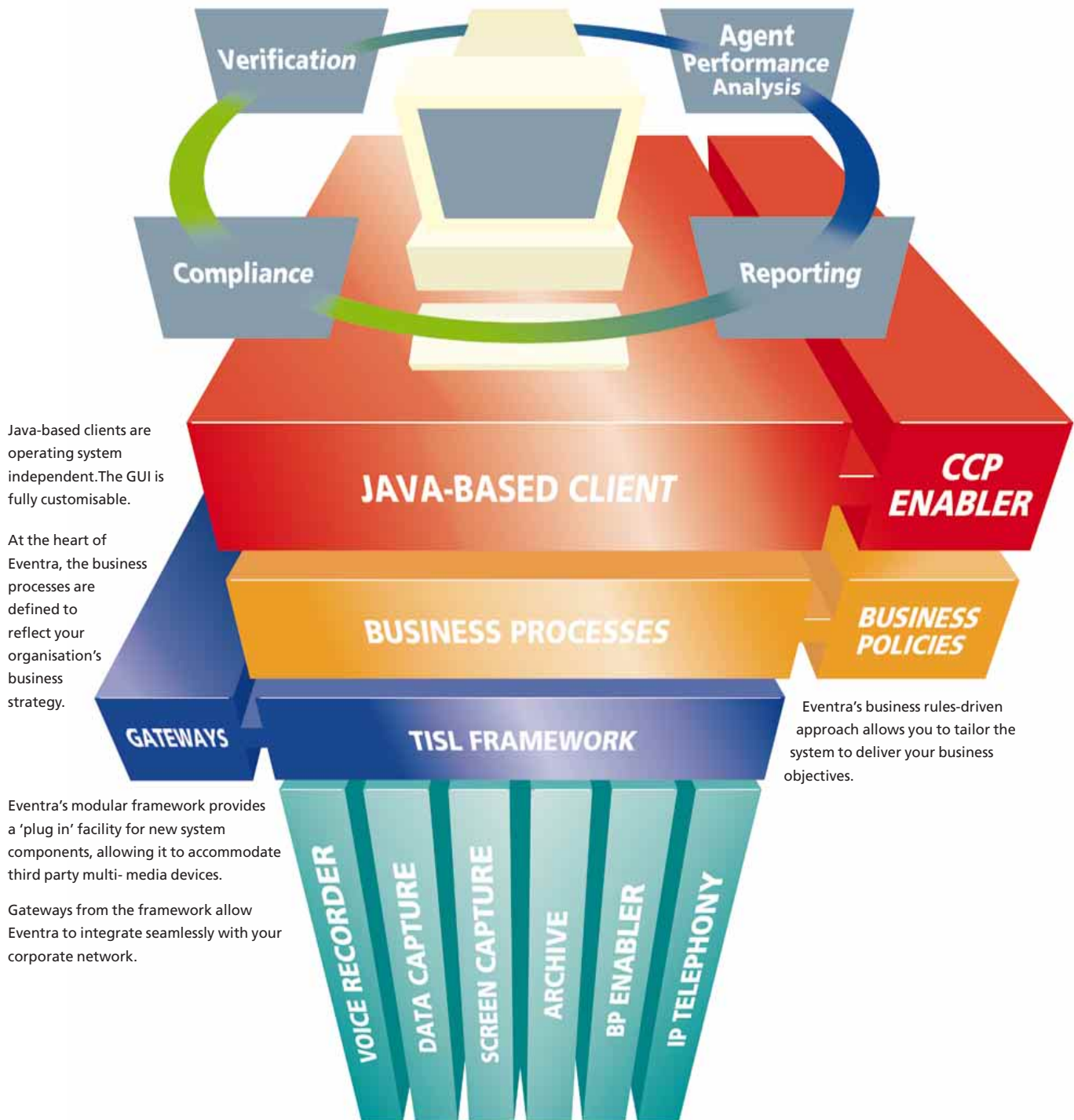
Eventra provides a snapshot of what occurs in a business environment at any given moment in time, be it on the telephone, at a PC screen, via the web, across the internal infrastructure, over an IP communications network or through another communications medium. Investing in capturing that one moment in time puts the total cost of ownership (TCO) firmly in the hands of the user, resulting in measurable benefits such as a rapid return on investment, increased cost savings, calculated long-term business decisions and ultimately strong business growth through greater profit.



empathy™

Framework for the Future

Eventra's open, component-based architecture offers the ultimate flexibility in event capture, delivering a range of bespoke applications which precisely meet individual business requirements.



Java-based clients are operating system independent. The GUI is fully customisable.

At the heart of Eventra, the business processes are defined to reflect your organisation's business strategy.

Eventra's modular framework provides a 'plug in' facility for new system components, allowing it to accommodate third party multi-media devices.

Gateways from the framework allow Eventra to integrate seamlessly with your corporate network.

Eventra's business rules-driven approach allows you to tailor the system to deliver your business objectives.

Eventra provides a future-proof solution, allowing new recording-related modules to be integrated and added as required.



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