



almato uses Envision's web-based product platform, called Envision Centricity™, to help companies better align and integrate people, processes and technologies within the contact center to deliver legendary customer service and continuously improve agent, center and enterprise performance.

Envision Quality Monitoring™

Elevate the effectiveness of the contact center by coaching and managing agents to peak performance. Envision Quality Monitoring™ provides industry-leading coaching capabilities and improves efficiency with powerful monitoring and evaluation tools.

Automated Monitoring, Evaluation and Coaching

- Automated and On-Demand Recording with Screen Capture**
 Capture customer interactions, either on-demand or according to a rules-based schedule. Screen capture is synchronized with audio and screens can also be recorded when agents are not engaged with a customer.
- Voice, E-mail and Web Chat Communications**
 Record customer communications from multiple channels for use in evaluations and training. Also capture specific information using selective business-rule recording, such as CTI, ANI and DNIS.
- Playback and Conversion**
 No need for multimedia devices, no impact to network performance – recordings can be played back on any phone at any location. And export voice/screen recordings to AVI format for easy distribution.
- Full-time Recording**
 Record all customer interactions to meet compliance requirements or perform agent, center and business trend analysis by seamlessly integrating Envision Full-Time Recording™.
- Customized Evaluation Templates**
 Grade agent performance according to specific and unique business metrics. Evaluation templates are easy to create, copy, edit, publish and administer.
- Integrate Evaluations with Recordings**
 Attach targeted training content to evaluated recordings for delivery to the agent desktop as a coaching package. Training can include custom videos created with Envision eLearning™, Web clips or any third-party training on the network.
- Annotated Feedback**
 Personalize online evaluations and coaching packages with audio comments from supervisors. Agents can also annotate recordings and send them back to supervisors.

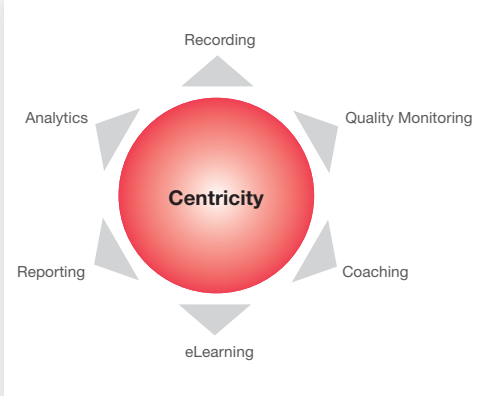
Fully Integrated Workforce Optimization (WFO)

Envision Centricity™ unifies Envision's core WFO solutions, including Envision Quality Monitoring™, within a fully integrated Web-based platform. This provides flexible and personalized dashboards for monitoring, managing and analyzing data in a single, easy-to-use console. Envision Centricity significantly expands

QUALITY MONITORING BENEFITS

- Improve agent performance and customer experience
- Record all customer interactions or establish business rules to trigger recordings
- Send recordings, evaluations, feedback and other coaching material directly to the agent desktop
- Optimize supervisor time by automating daily tasks
- Analyze and manage the center's performance with advanced web-based reporting

PERFORMANCE MANAGEMENT



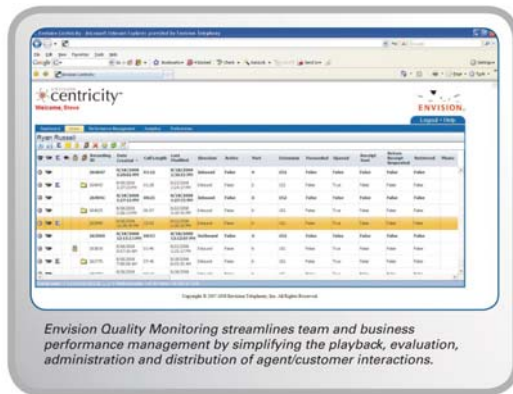


Deliver an uncompromising customer experience

performance management capabilities by capturing, aggregating and displaying only relevant, meaningful and valuable information – as defined by each user – at the agent, center or enterprise levels.

Rapid and Proven Delivery

almato provides personalized implementation, training and support services that help organizations achieve measurable, immediate and ongoing results based on the unique business needs and objectives of every customer. almato's approach includes partnering with organizations to implement and continuously improve the utilization, performance and value of contact center workforce optimization investments.



About almato: almato is a full service provider of contact center workforce optimization solutions in EMEA. We brings a wealth of experience in providing innovative technology solutions for businesses, and understands the value of technology as it relates to corporate goals and objectives. almato's software solutions are designed to help contact centers maximize every contact with their customers in order to create measurable value for the enterprise. Unique training, quality monitoring, recording and analytic tools from Envision Telephony, Inc. form the basis for contact center supervisors to develop and coach agents to provide superior customer service. On demand, every tool integrates within existing WFM, CRM and ERP solutions.

About Envision: Envision Telephony, Inc. is an award-winning contact center solutions company that offers products and services that enable organizations to deliver world-class customer service. Envision's innovative product platform, Envision Centricity, integrates the company's landmark Click2Coach® (including Envision Quality Monitoring™ and Envision eLearning™) offering with powerful analytics, performance management and workforce management tools that deliver robust and personalized workforce optimization (WFO) solutions to organizations worldwide. A commitment to unparalleled customer-centricity is at the center of the company's values and makes Envision the authority on delivering an uncompromising customer experience.

Copyright © 2009 almato GmbH. All rights reserved. Envision Centricity™, Envision eLearning, Envision Quality Monitoring, Envision Workforce Management and the Envision and Envision Centricity logos are trademarks of Envision Telephony, Inc. Click2Coach is a registered trademark of Envision Telephony, Inc. All other trademarks are the property of their respective owners.

Envision Solution Partner: almato GmbH – Germany
info@almato.de · Tel.: +49 7071 79569-10 · www.almato.de

TECHNICAL REQUIREMENTS

Server

Operating system: Windows 2003 Server
Microprocessor: 2.0 Ghz Pentium 4
Memory: 2 GB RAM

Database: MS SQL 2005 Standard

Disk space for Envision Server software

- 377 MB for Envision Server install
- 156 MB for Envision Centricity Server install
- 100 MB additional runtime

Disk space for audio media files

- Vox – 10.8 MB per hour
- Vx8 – 14.4 MB per hour
- Microsoft GSM Wav – 5.85 MB per hour

Disk space for screen capture media files

25-35 MB storage space for every hour of AgentSupport screen capture.

Network interface card

3 NICs (2 NICs if not using CTI)

Recording/Playback Cards

Type of card depends on the server configuration:

- Selective recording with playback – Dialogic card
 - Full-time recording – AudioCodes card
 - Full-time Recording with playback – AudioCodes and Dialogic cards
 - VoIP recording – AudioCodes software and/or cards
- Note: Each card requires a PCI slot.

Internet Information Services (IIS) 6.0 or later

Windows Media Services

Microsoft SQL Server Reporting Services

Microsoft .NET Framework 2.0

Internet Explorer 7.0

Note: JavaScript must be enabled; Allow download of signed Envision components

Microsoft DirectX 9.0 – required for the Administrator client

Adobe Acrobat Reader 6.0 or later

USB port for HASP key

Envision Server, MS SQL, IIS may be located on a single server or separate servers depending on the needs and size of the customer implementation.

Client

Operating system: Windows 2000, Windows XP or Windows Vista

Microprocessor: 500 Mhz Pentium II or faster processor

Memory: 512 MB RAM or greater

Network server connection: 100 MB or faster

Disk space Disk space per client:

- Centricity AVPlayer – 4 MB
- Centricity Recording Download tool – 4 MB
- Administrator – 100 MB
- Agent Support – 30 MB

Monitor Supports 256 color or greater

Note: This requirement is for screen capture.

Microsoft .NET Framework 2.0

Internet Explorer 7.0

Note: JavaScript must be enabled; Allow download of signed Envision components

Microsoft DirectX 9.0 – required for the Administrator client

Adobe Acrobat Reader 6.0 or later