

# PRESS RELEASE

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## **ASC's New VoIP Recording Solution Certified by Nortel Networks**

**EVO<sup>ip</sup> Integrates with Succession 3.0 and Symposium Call Center Server 5.0. Full Functional Test Version Available at [www.asctelecom.com](http://www.asctelecom.com)**

*Hoesbach/Germany, October 21, 2004* – ASC ([www.asctelecom.com](http://www.asctelecom.com)), a leading provider of performance improvement solutions for contact centers, financial institutions, and public safety and air traffic control organizations, today announced its new VoIP recording solution, EVO<sup>ip</sup>, has successfully been certified for use with Nortel Networks Succession 3.0 and Symposium Call Center Server 5.0.

Nortel customers can now benefit from a recording solution that is both easy to install and easy to use. The compliance-tested solution is software-based and does not require any proprietary hardware.

Günther Müller, Chairman and CEO of ASC, said, "EVO<sup>ip</sup> now provides one simple solution to ensure the recording of VoIP transmissions. For bulk recording, for full legal compliance, or for protection from liability, companies can no longer ignore this increasingly popular mode of communication. We are very pleased to offer this capability in the widely used Nortel environment."

EVO<sup>ip</sup> works by monitoring the audio RTP (Real Time Protocol) and RTCP (Real Time Transfer Control Protocol) packets on the LAN. In so doing, it captures VoIP calls via the network and allows storage, reproduction, archiving and playback of the entire interaction. The product may be adjusted to record and categorize calls by phone number, date, agent name, etc. A browser-based graphic interface allows users to easily play back, archive or email recordings.

The innovative architecture provides maximum flexibility, scalability, ease of integration and installation. EVO<sup>ip</sup> interfaces with traditional and IP telephone switches and is compatible with other ASC solutions including MARATHON EVOLUTION, the world's first LINUX-based communications recording system, and INSPIRATION<sup>pro</sup>, a high-end quality-monitoring product.

ASC's EVO<sup>ip</sup> will be available to the Nortel reseller network and Nortel customer base, and ASC will provide technical support to both Nortel customers and resellers.



### **About ASC**

ASC is a leading global provider of integrated communications recording and performance improvement solutions for contact centers, financial institutions, and public safety and government organizations. With 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat / browsing and desktop computer activity in both traditional and Web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, France, The Netherlands and Switzerland, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Cisco, MITEL, NEC, Nortel, Siemens and Tenovis, allowing customers to easily implement ASC solutions in almost every environment.

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