

WITNESS™ QUALITY MONITORING SOLUTIONS & PROFESSIONAL SERVICES

integration
VOICE
contact center
training
applications
reporting



Witness Applications

- Contact Store for Communications Manager (Impact 360™ Compliance)
- Quality for Communications Manager (Impact 360™ Quality)
- Operational Quality (Impact 360™ Compliance and Quality)

Additional Functions

- Archive Manager
- Unify/eWare/Viewer
- Executive Recording
- On-Demand Recording
- PDS Integration

Training & Support

- Supervisor Training
- Witness Administrator Training
- Post Implementation Support
- Performance Optimization Assessment
- Platform Upgrades/Modifications

Witness Dependency Components

- Application Enablement Server (AES) software installation & configuration
- Avaya Communications Manager Programming
- C-LAN implementation

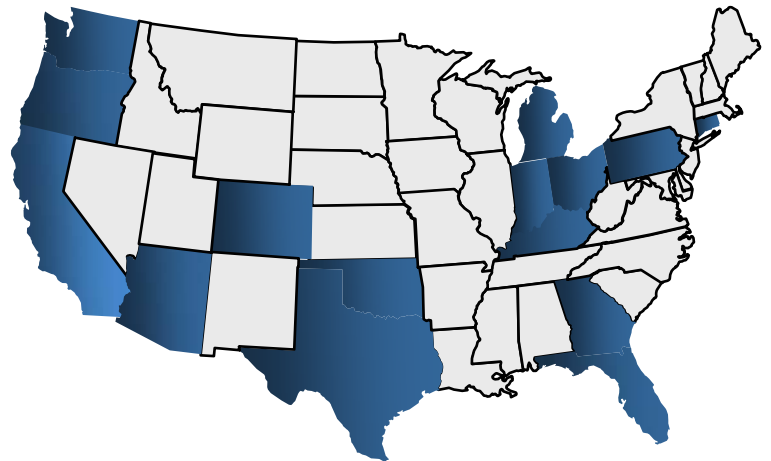
viable | resources

performance
value
quality experience

contact center

Viable Resources specializes in the delivery of professional services to the contact center marketplace. Working in partnership with your organization, our team of seasoned professionals enables the delivery of a complete solution targeting both business and technical objectives. This team of seasoned industry professionals is geographically distributed in major cities across the US for convenient travel to your clients locations.

VR helps your organization maintain margin, and manage the complexities for both new and existing contact centers.



Let Viable Resources help you to optimize the contact center experience for your customers, augmenting your organizational capabilities while building loyalty and trust. Contact your Viable Resources Relationship Manager or visit our web site at www.vr-inc.com for more information.

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