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Reliable, Scalable and Flexible

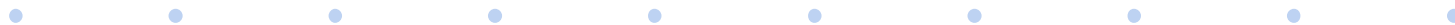
Available Soon



Agenda

- New **architecture**
- New **technology**
- New **features**
- New **applications**

- Planning
- Marketing materials



New **architecture**

- **With CT R6 the Core Recording and CTI/CDR integrations will be separated**
 - Including the CTI database fields and CTI GUI
- **Advantages**
 - Core Recording and CTI/CDR integration can have a completely separate release strategy and timeframe
 - Possible to add new features to CTI (e.g. rules engine or link failover) without upgrading the core recording system itself
 - Clearer separation of the two product components
- **Planning**
 - At the launch of CT6 we will support:
 - Cisco 4.0 (including JTAPI link failover and automatic call recording)
 - Active Avaya will follow later
 - Other active CTI solutions later

New **architecture**

- **CT R6 no longer includes the Evaluate module**
- Evaluate+ (plus) will be a separate module
 - Rebuild from scratch using new technology
 - Connections/integrations to CT R6
 - User management (including coverages) are defined on CT R6
- **Advantages**
 - Completely new data-model on MS SQLServer technology
 - Added some features to evaluation software
- **Planning**
 - Evaluate+ is planned for GA delivery end of July



New **architecture**

- **CT6 introduces an additional new application CyberTech MAX**
 - CyberTech MAX combines several Core Servers
- **Advantages**
 - Central user management for users, roles and groups
 - Central search and replay from underlying Core Servers
 - Unlimited number of recording channels
- **Planning**
 - Release Candidate will come together with CT R6
 - GA in August



New **architecture**

- **With CT6 an additional new application is introduced: CyberTech PRIME**
 - CyberTech PRIME can record BlackBerry mobile phones
- **Advantages**
 - Protection, Verifiable recordings, Proven,
 - Secure, Flexible, Cost Effective
- **Planning**
 - Available now, needs additional qualifications from CyberTech



Latest **technology**

- Server software installation pre conditions
 - Microsoft .NET Framework 3.5 SP1 or newer
 - Microsoft Visual C++ 2008 Redistributable 9.0.30729.01 (as supplied)
- Client
 - Microsoft Silverlight version 3 or newer
 - Used by the Audio Player, single as well as multi mode
 - More information: www.silverlight.net



Latest **technology**

- Support for all MS-Window platforms, incl. 64 bits

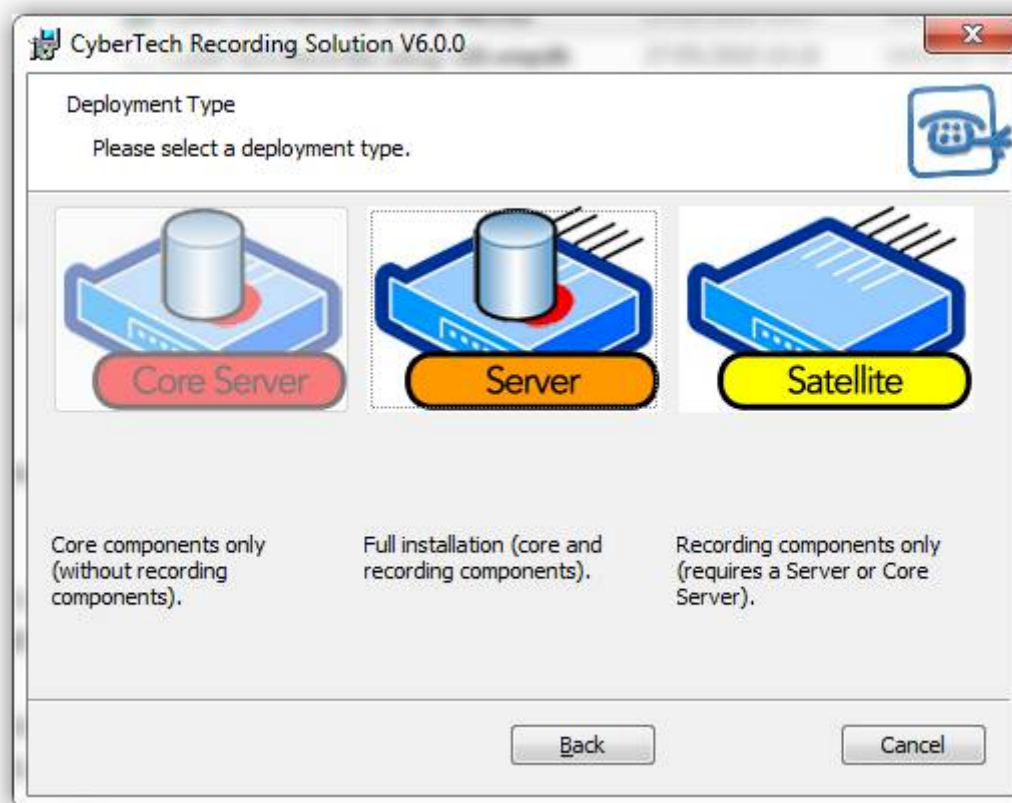
| Operating System | 32-bits | 64-bits |
|-----------------------|---------|---------|
| Windows XP | | — |
| Windows Server 2003 | | — |
| Windows Server 2003R2 | | — |
| Windows Server 2008R2 | n/a | |
| Windows 7 | | |

- Latest MySQL Enterprise database included
 - 32 and 64 bits version (depending on OS)



Latest **technology**

- Easy installation wizard



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New **features**

- Reliability
- Flexibility
- Scalability



The most **reliable** system with resilience options

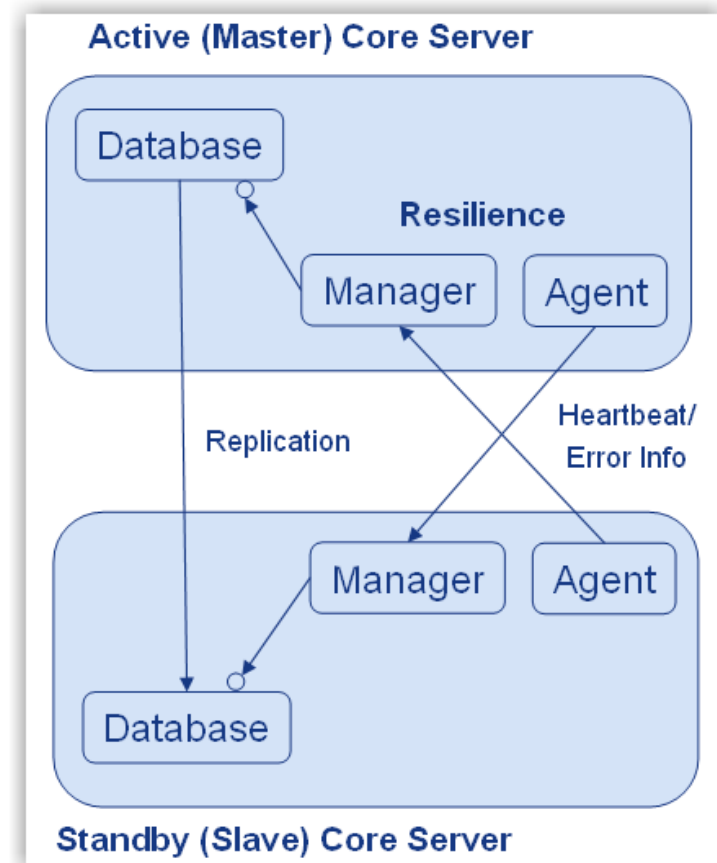
- Complete secondary system stand-by
- Trading E1/PCM32 N+1 Satellite Redundancy
- VoIP Satellite Redundancy
- CTI Server Redundancy
- CTI Satellite Redundancy
- Active / Standby

Core Server Resilience



The most **reliable** system with resilience options

- Active / Standby **Core Server Resilience**
 - Database replication
 - Automated fail-over and fail-back
 - Automatic Web GUI redirection to the active server
 - Call buffering on Satellites
 - Easy Deployment with replication setup utility



The most **flexible** recording system

- You can choose
 - Which type of standard off-the-shelf hardware
 - Which archive medium is used
 - NAS/SAN
 - RDX removable hd
 - Which calls are being archived and for how long with Archive Service & RAS
 - Which calls are being recorded
 - Total Recording
 - Recording on Demand
 - Selective Recording with **Rules Engine**



The most **flexible** recording system

- The recording **rules engine**
 - Create rules based on CTI information
 - Create rules with AND or OR criteria
 - Rules are evaluated in order of index
 - Each rule can have a result action
 - Default rule as fallback, default rule is configured as to record

| Recording rules | | | |
|-----------------|---|-------|------|
| 1 | Privacy - Rule action: Don't record (DISABLED) | | |
| 1 | Extension | Equal | 1001 |
| 2 | TrunkID | Equal | 1 |
| 2 | ThirdPartyCallControl - Rule action: Record (ENABLED) | | |
| 1 | ThirdPartyControl | Equal | true |
| 3 | Default - Rule action: Don't record | | |

| |
|-------------------|
| Extension |
| Extension |
| CallingParty |
| CalledParty |
| ConferenceParties |
| TargetName |
| AllParties |
| PBXCallID |
| TargetGroupName |
| Direction |
| ThirdPartyControl |
| AnsweringParty |
| LastParty |
| ACDSplit |
| AgentID |
| RingParty |
| TrunkID |
| AnsweringParty |
| LastParty |
| ACDSplit |
| AgentID |
| RingParty |
| TrunkID |

The most **flexible** recording system

- Which calls are being archived and for how long

| | | |
|----------------------------|--|-------|
| Archive calls | Older than x year(s) and y week(s). [YY-WWW] | 01-02 |
| Delete calls | Older than x day(s). | 183 |
| Delete videos | Older than x week(s). | 99 |
| Delete call data (non EMC) | Never | |



A true **scalable** recording solution

CYBERTECH 
MYRACLE

Up to 64 channels per recording system

Upgrade



CYBERTECH 
PRO

Up to 1400 channels per recording system

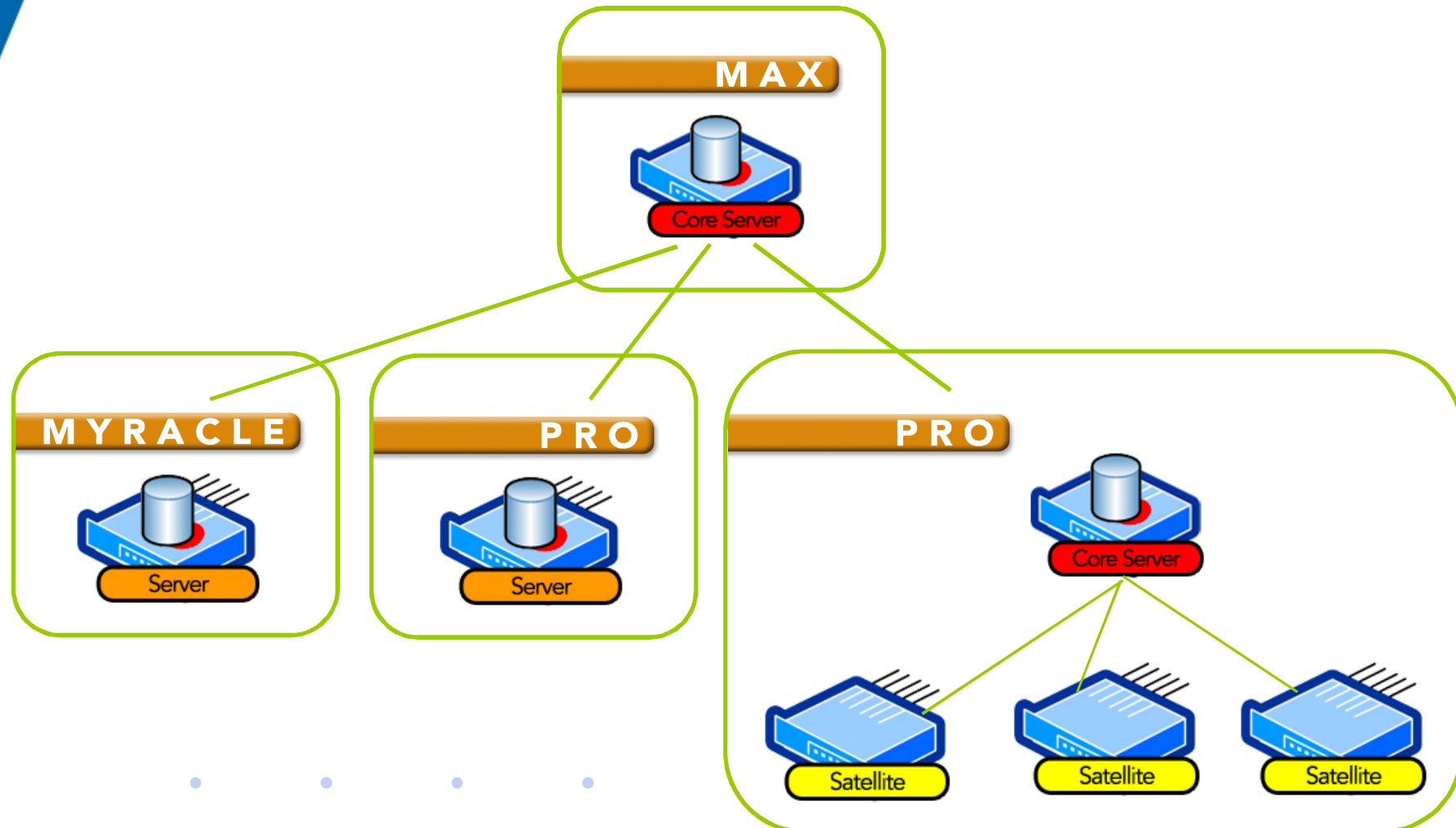
Combine



CYBERTECH 
MAX

Unlimited channels with centralized
administration & replay

A true **scalable** recording solution



release 6

The only fully **scalable** recording solution

CYBERTECH 
MAX

- Link **multiple Core Servers** (Pro and/or Myracle)
- Central user management
- Import users & groups
- User management uses Users, Groups and Roles (RABC)
- Central search and replay
- Search several Core Servers combined
- Phase II will also get central archiving



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intuitive browser based user interface



my account | system installation | system configuration | user administration | system status | **recorded calls**

calls search | column selection | **calls listing** | call statistics

Search results

| Cal... | User handle | Chan... | Start date | Dura... | CLI Data | Direc... | Phone ... | Mark... | Stat... | Rem... |
|-----------|-------------|-----------|----------------------------|-----------------|-----------------------|----------|-----------|---------|------------------|--------|
| 45 | | 12 | 2010-07-07 12:13:17 | 00:00:25 | Dave 271 gespr | → | | | Available | |
| 47 | | 14 | 2010-07-07 12:13:08 | 00:00:48 | Dave 271 gespr | → | | | Available | |
| 46 | | 10 | 2010-07-07 12:12:51 | 00:00:51 | Dave 271 gespr | → | | | Available | |
| 48 | | 13 | 2010-07-07 12:12:47 | 00:01:15 | Dave 271 gespr | → | | | Available | |
| 43 | | 12 | 2010-07-07 12:12:42 | 00:00:25 | Dave 271 gespr | → | | | Available | |
| 44 | | 11 | 2010-07-07 12:12:17 | 00:01:08 | Dave 271 gespr | → | | | Available | |
| 41 | | 14 | 2010-07-07 12:12:11 | 00:00:48 | Dave 271 gespr | → | | | Available | |
| 39 | | 12 | 2010-07-07 12:12:08 | 00:00:25 | Dave 271 gespr | → | | | Available | |
| 36 | | 12 | 2010-07-07 12:11:34 | 00:00:25 | Dave 271 gespr | → | | | Available | |
| 38 | | 10 | 2010-07-07 12:11:34 | 00:00:51 | Dave 271 gespr | → | | | Available | |
| 40 | | 13 | 2010-07-07 12:11:30 | 00:01:15 | Dave 271 gespr | → | | | Available | |
| 42 | | 9 | 2010-07-07 12:11:30 | 00:01:36 | Dave 271 gespr | → | | | Available | |
| 37 | | 14 | 2010-07-07 12:11:14 | 00:00:48 | Dave 271 gespr | → | | | Available | |
| 33 | | 12 | 2010-07-07 12:11:01 | 00:00:25 | Dave 271 gespr | → | | | Available | |
| 35 | | 11 | 2010-07-07 12:10:50 | 00:01:08 | Dave 271 gespr | → | | | Available | |

1 | 2

Audio player

00:00:02.882

00:00 | 00:10 | 00:20

Audio player interface with waveform, playback controls (play, stop, previous, next), and volume sliders.

Call details

Main properties

| | | | |
|-------------|----------------------------|------------|----------------------------|
| Call ID | 36 | Start date | 2010-07-07 12:11:34 |
| End date | 2010-07-07 12:11:59 | Duration | 00:00:25 |
| Direction | Incoming | Channel | 12 |
| User handle | | Status | Available |
| Mark | Normal calls | | |
| CLI Data | Dave 271 gespr | | |

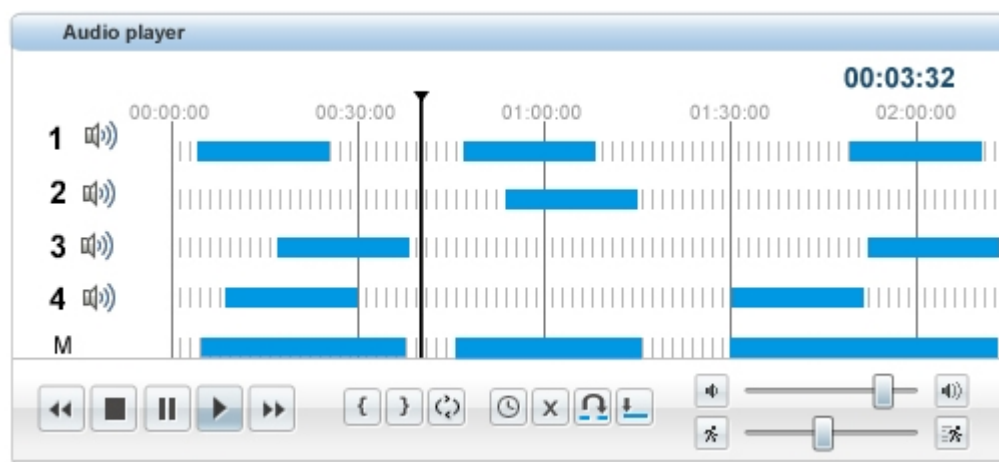
Audit trail

Cancel Save changes

12:14:12 Your search returned 48 results. Records in database: 48. Search time: 0.42 seconds.

Enhanced audio player

- Multiple channel playback



+ more download options (e.g. multiple calls, parts of a call)

- Single channel playback with



- Waveform Preview, adjustable Skip silence (adjustable thresholds)

New **features**

- Reliability
 - Active / Stand-by Core Server
- Flexibility
 - Rules Engine
 - Archiving & Retention periods
 - New User Interface, incl. new Audio Player
- Scalability
 - CyberTech MAX



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Mobile Phone Recording for Compliance

PRIME - Phone Recording
Incorporating Mobile Extensions

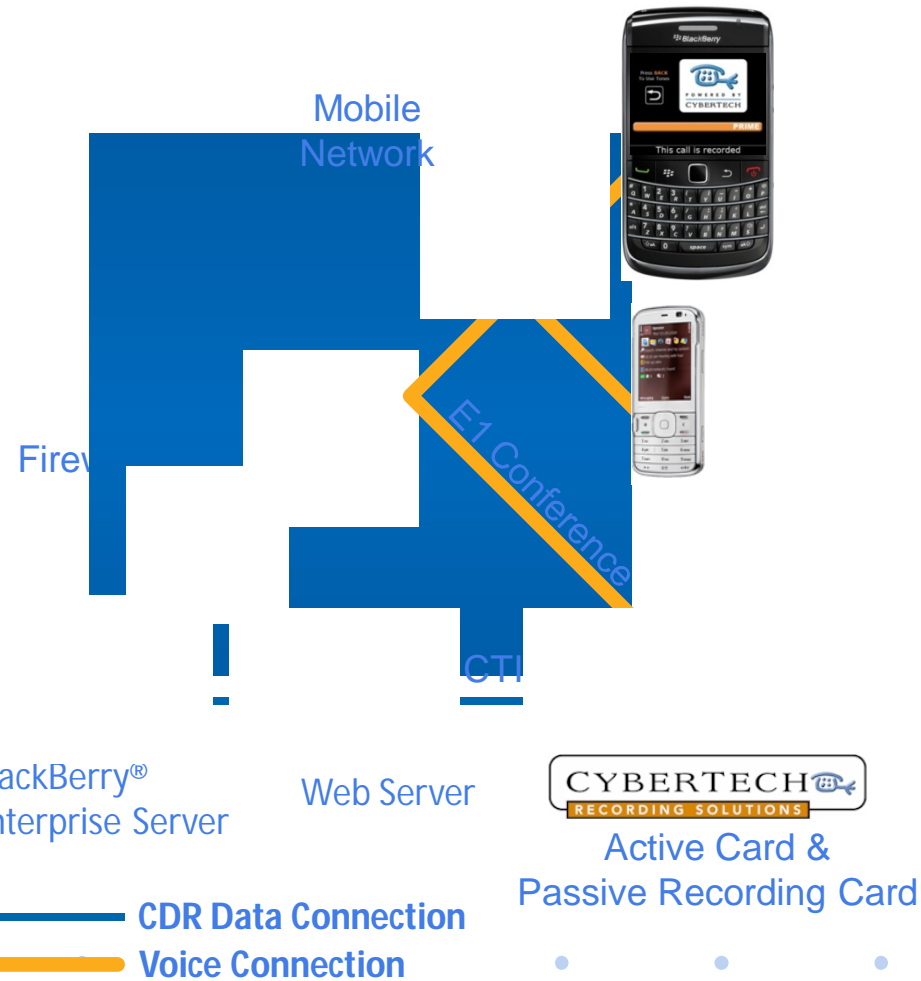


About Mobile Extension Recording - PRIME

- Call recording solution for BlackBerry® smartphones
- Automatic recording of calls
- Fully integrates BlackBerry® smartphones with the CyberTech Recording Solutions
- Proven in Financial Services market
- Simple to use and deploy
- Secure
- Available Today



PRIME extends existing CT Infrastructure



PRIME extends existing CT Infrastructure

- BlackBerry Platform
 - BlackBerry® Smartphone O/S 4.2+
 - BlackBerry Enterprise Server® (Core)
- Active Voice Recorder
- CDR Synchronization
 - IIS Server
 - Allow BES inbound connection
 - CTI Service
- Mobile Network
 - SIM with GSM conferencing enabled calling plan
 - DTMF enabled conferencing or use call bridging



PRIME has been tested on Multiple Mobile Networks

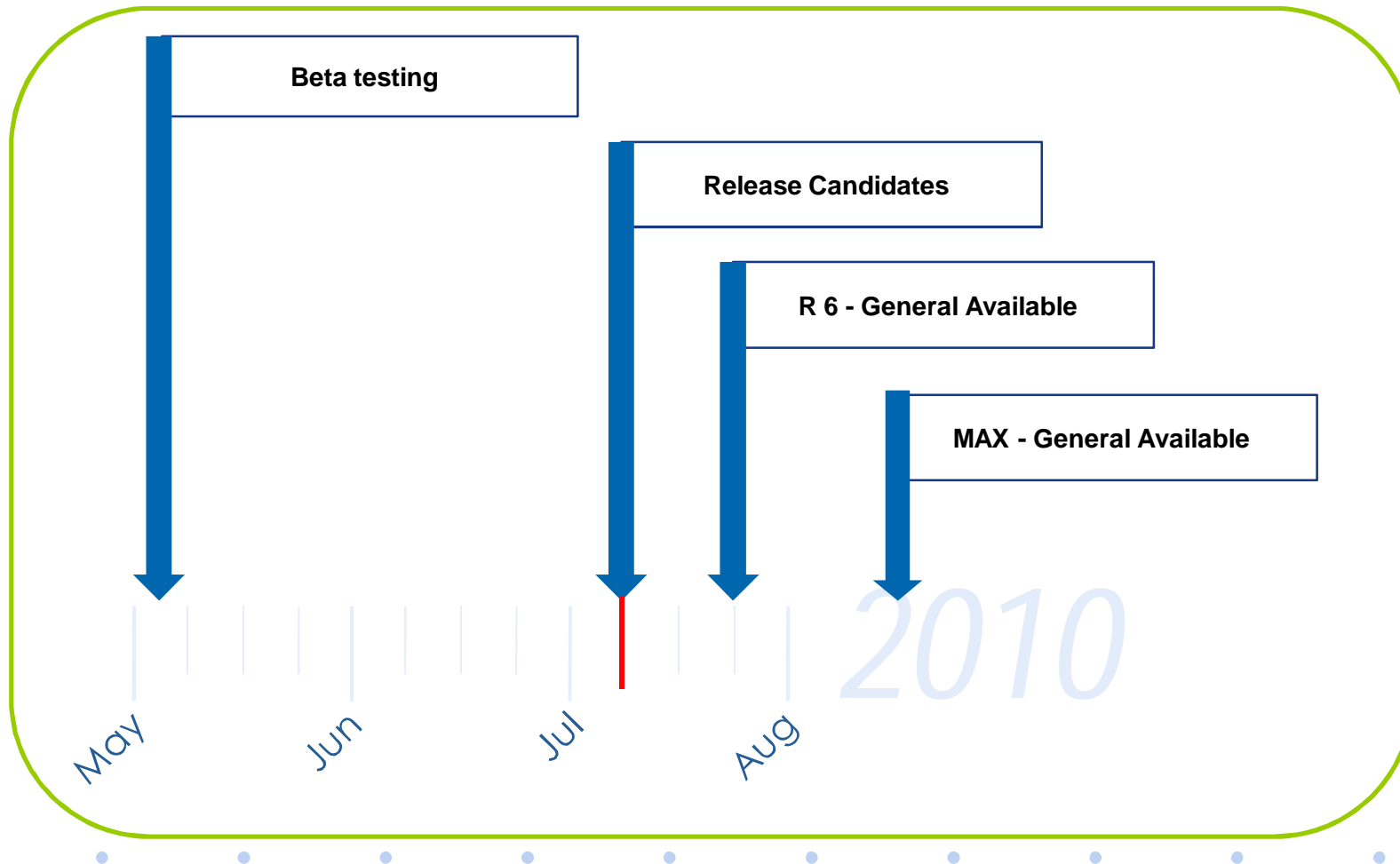
| Mobile Network | Country | Verified Conferencing | Verified DTMF tons |
|-----------------|--------------|-----------------------|--------------------|
| O2 | UK | ✓ | ✗ |
| Orange | UK | ✓ | ✓ |
| Vodafone | UK | ✓ | ✗ |
| T-Mobile | UK | ✗ | ✗ |
| SFR | France | ✓ | ✓ |
| Orange | France | ✓ | ✗ |
| TIM | Italy | ✓ | ✗ |
| Wind | Italy | ✓ | ✗ |
| Vodafone Italia | Italy | ✓ | ✗ |
| T-Mobile | Netherlands | ✓ | ✓ |
| KPN | Netherlands | ✓ | ✗ |
| Vodafone | Netherlands | ✓ | ✗ |
| Excelcomindo | Indonesia | ✓ | ✗ |
| Indosat | Indonesia | ✓ | ✓ |
| Telkomsel | Indonesia | ✓ | ✓ |
| StarHub | Singapore | ✓ | ✓ |
| M1 | Singapore | ✓ | ✓ |
| SingTel | Singapore | ✓ | ✗ |
| CSL | Hong Kong | ✓ | ✓ |
| Smartone | Hong Kong | ✓ | ✓ |
| PCCW | Hong Kong | ✓ | ✓ |
| Rogers | Canada | ✓ | ✓ |
| AT&T | USA | ✓ | ✓ |
| T-Mobile | USA | ✓ | ✓ |
| Vodacom | South Africa | ✓ | ✓ |
| MTN | South Africa | ✓ | ✓ |

But, consult CyberTech before offering PRIME

- **Step 1 - Pre-Qualification**
 - Partner Application Form
- **Step 2 - Proof of Concept Phase (PoC)**
 - Testing in the country of deployment
- **Step 3 - Accepted to sell CyberTech PRIME**
 - access to CyberTech's demo recording system and receive quoting support
- **Step 4 - Quoting CyberTech PRIME**
 - All quotes needs to be generated by CyberTech



Release Planning



Timeline of CT R6

- CT R6:
 - Release Candidate (1)
 - GA : end of July
- Core Server Resilience (A/S)
 - Beta
 - GA : end of August
- CyberTech MAX:
 - Beta
 - RC: with CT6 GA (end July)
 - GA : end of August
- Evaluate Plus:
 - RC available
 - Needs acceptance testing
- Cisco 4 (JTAPI link failover, ACR)
 - Beta
 - GA: end July
- Avaya (CC2 based) :
 - Beta
 - GA: TBD
- Avaya (CC4 based) :
 - Pre-alpha
 - GA: October
- Other CTI
 - Beta
 - GA: TBD
- ...

Marketing Materials

-  Presentation
-  Brochure
-  Data sheet (existing & new features)
-  Release overview
-  On-line demo (<http://demo.cybertech-int.com>)
-  Off-line demo (downloadable VMware)
-  Adjusted Pricelist v6 & Quotetool
-  Press Release (September)
-  Recorded Webinar





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Questions?



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