

What to do with Wordnet?



1. Keep it

2. Improve it

3. Replace it

1. Keeping your Wordnet

Business Systems can help

- ✓ Full maintenance and support services to all Wordnet Customers.
- ✓ A holding of Wordnet spares for quick and efficient fault resolution
- ✓ Only fully trained and accredited support personnel
- ✓ Business Systems services are ISO 9001:2000 accredited
- ✓ The only company to be awarded Nice Diamond Partner Accreditation
- ✓ Business Systems offers flexible Service Level Agreements to suit any requirements up to 24x7x365

2. Improving your Wordnet

Business Systems can help

- ✓ We can re-build, maintain or improve recorders previously supplied under telco agreements or via other sources
- ✓ Business Systems supplies product development services, we build applications which can enhance you current Wordnet

3. Replacing your Wordnet

It's not a bad time to replace your Wordnet with a new recorder

- Super buy back offers are available on existing systems now!!
- Wordnet Series 2 is now obsolete; manufacturing stopped early 2004
- The 'End of Product Lifecycle' of WS2 has been announced

See overleaf for system replacement options

business **BS**
systems

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System Replacement Options

All upgrade options offer greater benefits:

- **Savings in systems administration**
New archive devices meaning less frequent changes of archive media
- **Less installation costs**
Better connectivity, simplifies installation to your existing infrastructure
- **Advanced search and replay**
Instant access to thousands of hours of recording via your PC

Recommended Upgrade Options	Mirra Series 2	Nicecall Focus II	Wordnet Series 3	Nicelog 8.9
Channel Capacity/ No of lines of recording per logger	4 to 32 channels per unit	4 to 32 channels per unit	8 to 128 traditional per unit	16 to 224 channels per unit
Type of recording facility	Analog, Digital, Radio and Telephony	Analog, Digital, Radio and Telephony	Analog, Digital, Radio and Telephony	Analog, Digital, VoIP, Radio and Telephony (VoIP on specialised logger)
No of hours of calls accessible on-line	2,400 hours in dual drive sequential mode	25,000 hours standard or up to 66,000 hours on-line with 5.6kbps Nice ACA (optional)	25,400 hours on internal hard disk. Up to 297,000 hours in single Raid 5 array - additional available	Up to 77,000 hours on-line - provides unlimited storage with Network Attached Storage - supports Raid 5
Quality add-on applications	<i>Evaluate</i> entry level quality monitoring	<i>Evaluate</i> entry level quality monitoring	<i>AQM</i> Quality Monitoring Selective Recording	NiceUniverse, Selective Recording, Screen Recording, E-Learning, Nice Feedback (integrated Customer Satisfaction software)
Ideal for:	Small to Medium Enterprises or Public Sector Safety	Small call centres	Larger Public Sector Safety, finance	Large call centre, financial institutions or corporates
Guide Price	£6K-£15K	£10K-£25K	£15K-£50K	£20K plus



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