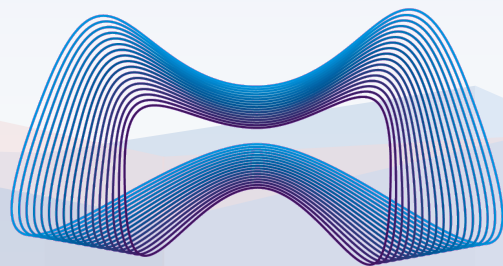


MajudaAlert

Remote Monitoring Service

Compiled by: Majuda Corporation



MAJUDATM
V O I C E

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What is MajudaAlert?

MajudaAlert is a next generation customer support tool, developed in-house by Majuda Corporation, which allows us to remotely monitor and proactively support your Majuda Voice installation 24/7.

The Need For MajudaAlert

With reliance on call recording for compliance, assurance and security increasing daily, it has become critical that your recorded calls are available when required. Finding out that your system has been down for the 2 week period that contained a critical call could cost you tens of thousands if not millions of dollars.

In our experience, 70% of call recording systems are only accessed when the need arises, and as a result, system failures tend to happen at the worst possible time. Our competitors would argue that their solutions send out alerts in the event of a system failure, the questions then arise:

- Who is looking at the alerts that are generated?
- Will they be lost in the flood of daily alerts generated by all IT systems?
- What if the call recording server is down and no alerts can be sent?

How It Works

Using the latest communication technologies, MajudaAlert reports back to our regional support servers on a regular basis with details regarding your Majuda Voice installation. We monitor variables such as:

- Majuda Voice Server service status
- Majuda Server Hard Drive Space
- Majuda SQL Database Size
 - Main Majuda Database Size
 - Monthly Majuda Database Size
- Call Volumes
 - Hourly
 - Daily
 - Weekly
 - Monthly
- Time since last communication

Using this information we are able to proactively identify and resolve potential problems with your Majuda Solution before the problems occur.

This gives us the ability to make sure that any Majuda Voice installation is operating optimally and gives you, the customer the peace of mind that your technology is working for you and not against you.

Figure 1.1 – MajudaAlert Dashboard



For more information about Majuda Voice, contact us at 888-9MAJUDA or (International) +1-561-981-0119 and visit www.majuda.com