

Amoco Federal Credit Union

Credit Union Reaps Dividends with Cistera Networks' VoIP Applications

AMOCO Federal Credit Union, member owned and operated, meets and exceeds its goal to provide excellent service. With multiple locations and more growth in the future, IP telephony was the right path to follow for enhancing communications and quality of service for members—no matter their location. With Cistera's solutions, AMOCO was able to think beyond the phone...utilizing their IPT deployment to deliver the excellent service that is their hallmark to their members.

In order to provide the needed solutions, two Cistera ConvergenceServers™ were deployed, one at corporate headquarters in Texas City, TX, and the other at the Bay Colony branch, located in Dickinson, TX. Because ready communication is a requirement, RapidBroadcast, an event notification and alerting tool, was deployed so that communications could quickly be distributed across both locations.

"The implementation process with Cistera Networks was clean, with two days of on-site installation and training, and of course post-cut support. AMOCO has been very pleased with every phase of the project, from planning and implementation to live operation." says Tommy Green, Vice President of Information Systems AMOCO Federal Credit Union.

As any customer-centric organization knows, call recording is an important tool for quality assurance— as well as for training call center agents on effectively handling member inquiries. Cistera was able to step in and provide two types of recording application engines: CallCenterRecord (CCR) and QuickRecord (QR). CCR offers continuous call recording, utilized at AMOCO's call center location in Bay Colony. With CCR, AMOCO knows the calls are reliably recorded, and can be accessed at any time to serve a number of purposes.

CHANGING THE WAY YOU THINK ABOUT ENTERPRISE COMMUNICATIONS

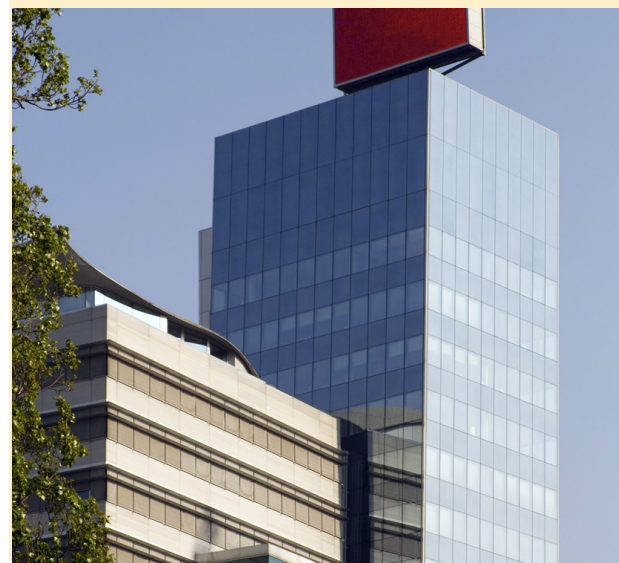
Customer Profile: AMOCO Federal Credit Union, headquartered in Texas City, Texas, has more than \$395 million in assets and serves over 49,000 members. AMOCO's mission is to serve the needs of its member owners, and satisfy and exceed their expectations.

Business Situation: When AMOCO built its new headquarters location, management decided the time was right to adopt IP Telephony, and they deployed Cisco's AVVID (Architecture for Voice, Video and Integrated Data) VoIP solution.

Solution: AMOCO selected Cistera application engines from the Cistera Convergence-Server *(CCS) to enhance the productivity of their IPT solution. RapidBroadcast leverages their Cisco IP phones for paging, and eliminated the cost of installing overhead speakers in the new location. CallCenter-Record and QuickRecord provide advanced call recording with easy administration.

Benefits:

- Tight integration with Cisco's AVVID made the Cistera solution simple to deploy and use
- Simplified communications
- Scalability allows easy expansion of system as branches are added
- Anytime access to call recordings



QuickRecord was deployed at both locations—allowing key employees the ability to record a call at their discretion. And, the entire call is captured, no matter when the record button is pushed. With QR, AMOCO can capture important details on a call, as well as preserve emergency calls.

The Unified Administration capabilities offered by the Cistera ConvergenceServer make it the right choice for the rapidly growing credit union. Not only does it work seamlessly with Cisco's Call Manager, it is managed by a single IT administrator from corporate headquarters. Designed for growth, this scalable solution is ideal for users with plans to add branch offices, additional users and/or features.

QuickRecord provides call recording with a push of a button. Users can choose to record any call, in its entirety, no matter when they decide to capture the call.

CallCenterRecord provides high quality, continuous call recording capabilities that help you meet regulatory requirements and improve quality control. With digitized recordings, you will be able to transport recorded calls in your network as you see fit — attach them to a problem ticket, analyze them for customer service; and minimize potential liability to your organization. With CallCenterRecord Enhanced, utilize advanced features geared toward supervisory management requirements.

Advanced, reliable call recording is a reality with Cistera's CallCenterRecord, a robust IP telephony voice recorder and media management service that delivers high quality continuous call recording capabilities that can be combined with advanced supervisor management features. As an application engine running on the Cistera ConvergenceServer, CallCenterRecord draws upon the power and security of the tools native to the Cistera ConvergenceServer.

Cistera's Quality Assurance and Management Solutions offer a range of solutions—from one-button, on-demand recording to enterprise call center solutions that include easily configurable supervisor playback tools

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera's industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera ConvergenceServer has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

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