

Burlington Resources

CUSTOMER PROFILE

Fuel Company Refines Call Recording Capabilities

IP-based *CallCenterRecord™* fulfills Burlington Resources' call recording requirements and simplifies archived call retrieval.

With much of its business and a large portion of its financial dealings conducted over the telephone, Burlington Resources, one of the country's largest independent oil and gas companies, has made it company policy to record all calls in and out of its marketing department. With its previous phone system, that meant hard-wiring more than 30 phones into a traditional tape recording system, according to Sean Young, Telecommunications Senior Staff Analyst at the Houston-based company.

When Burlington moved to a Cisco VoIP phone system in 2003, the company required an IP-based recording solution to meet their business requirements. Tight integration with Cisco's CallManager™ was a must, and Cistera Networks' *CallCenterRecord* delivered.

"When our recording tape was driven, we had to figure out the date and time and then determine which tape had the relevant material. With the Cistera application, when I got a range of date and time and the extension, I simply enter it into the search fields, and I get the file I need without any wasted time."

SEAN YOUNG
Telecom Senior Staff Analyst
Burlington Resources

The installation was smooth, according to Young, and since February, 2004 *CallCenterRecord* has provided the recording capabilities Burlington needs. "It meets and exceeds all of our expectations," says Young. "Better yet, it requires very little hands-on administration."

A key benefit of *CallCenterRecord* over the legacy tape-based system is the ability to easily find a specific call at a later date.

"The application makes it easier to retrieve recordings," said Young. "Before, when it was all tape driven, we had to figure out the date and time and then determine which tape had the relevant material. With the IP-based system, I simply enter the date, time and extension parameters, and the system searches for the specific file."



Customer Profile: Burlington Resources, a publicly traded company based in Houston, Texas, is one of the largest independent oil and gas companies in the U.S. and a top producer of natural gas in North America. Burlington operates predominantly in North America, but also has operations in the East Irish and North Seas, as well as in Asia, Latin America and Africa.

Business Situation: Company policy requires that all marketing department calls be recorded for reference purposes. With its previous phone system, Burlington needed to tie traditional tape recorders to each phone. When Burlington moved to a Cisco VoIP system, the company sought a new call recording application.

Solution: Cistera's *CallCenterRecord* was deployed in February, 2004 in a turnkey installation, providing the call recording functionality Burlington requires, as well as offering easier access to specific calls.

Benefits:

- Application management allows telecommunication managers to locate specific calls more easily, using date, time and extension parameters.
- Call files can be emailed, simplifying archived call management.
- Tight integration with Cisco VoIP phone system.

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CallCenterRecord also simplifies file management, allowing Young to email files to those requesting them. "It's a portable file, which makes getting recording files to the right people much easier," notes Young.

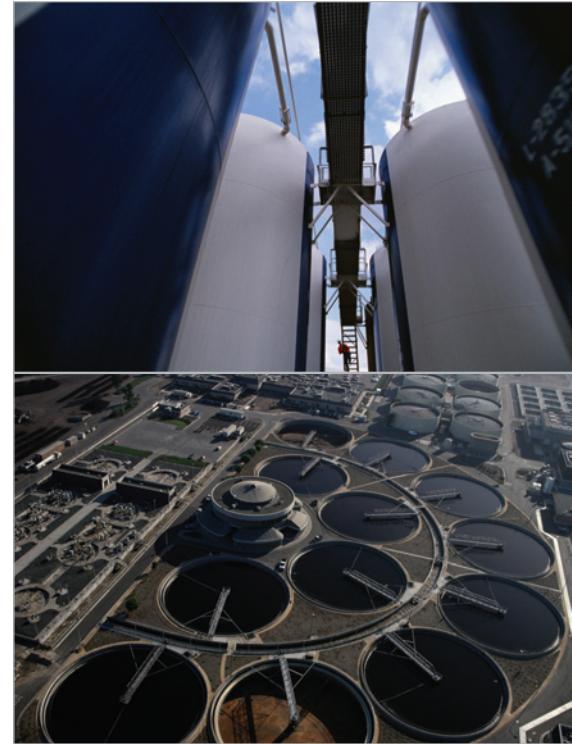
After deploying the application, Burlington discovered that it needed a method to

delete calls after a given time period in order to not overwhelm the hard drive storage. Young contacted Cistera, and "within a day or two" the company provided Burlington with a management tool that allows it to keep only the previous 60 days' calls.

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.

CallCenterRecord is a highly configurable application that allows you to determine which users and extensions are recording on a continuous basis. Depending on your company's needs, you can even generate a schedule, based on specific criteria, that pulls random calls for supervisors to evaluate.



Young is very pleased with the performance of **CallCenterRecord** and Cistera Networks. "The application reliably does exactly what we need, and Cistera offers great support. What else could we want?"

Cistera Networks is a leading global provider of enterprise and small business communications solutions and services. The company focuses on blending powerful application infrastructure to deliver the benefits of voice, video and data convergence to the user through Hosted Service Providers. Cistera's broad portfolio of ConvergenceServers and application solutions provide advanced voice, video and data communications platforms, as well as applications for customer contact management, event notification and alerting, recording and monitoring and collaborative solutions. All of Cistera's solutions are available to Hosted Service Providers through purchase, subscription or revenue-sharing partnerships.

6509 Windcrest Drive, Suite 160
 Plano, TX 75024
 Phone: 972.381.4699
 Toll Free: 1.866.965.8646
 Facsimile: 972.381.4635

North American Sales Support Contacts
 North American Sales Support Number 1.866.722.2660
 Email: sales-support@cistera.com