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Software Release Notes – Version 10

Revcord is proud to announce the most innovative and advanced multimedia logging solution on the market today. This is Revcord's largest software release to date. The Highlights are a Fully Compatible HTML5 Browser, the Inquire Integration, a Major QA upgrade, ability to run as a Service, and our Updated RevShield Software Suite which comes with your RevShield software assurance. Below is the detail of what's new to the Revcord software:

Contents

General

Dashboard Page

A Dashboard which contains all real-time information providing real-time data of all the major modules of the site. As an example, Today's Total Audio Calls, Videos, Text, Social, Emails and Today Recorded Screens, Active/Inactive Channels, Active Users/Deleted Users, Total Playlists, Exported Playlists, Published/Unpublished QA Forms, QA Evaluations by Status (In-Progress, Completed, Closed, Rejected), Shared/Unshared Evaluations, Total Number of Recorders.

Simplification of Multiple Revconfig IP Addresses

In the Revconfig, there is now only one location to put the Server IP address.

New Integrations

After a successful Motorola AIS integration for the New Mexico State Police, Revcord is just finishing up the Harris Symphony/Maestro integration. In addition to all of our other integrations, Revcord has completed full integrations for Avtec and Telex.

Save & Load User Searches

Cache search settings are set in the Browser for same session. In addition, Users can save search settings for later use.

SIP Invite Improvements

Auto Correct SIP Invite for all caps issue for entering MAC address.

WebUI Logging Module

All the core operations performed by the User will be logged on the server. This logging module contains operational logs which were performed by the User during their session. Reports relative to the User sessions are available in the reports module.

Inquire Integration

Revcord has written the API integration for Inquire. Now your Revcord systems can also act as your management system for all your Interviewing, Investigating, and Inspecting. Inquire creates interviews, investigations, and incidents using a PC, Android, or IOS Application. Stream them live, record with book marks and notes, create chat and audio conferences, and automatically upload to the Revcord Server. Manage all of your interviews, investigations, and incidents in one location. Watch them live or later search on date, time, case ID, interviewer/investigator, interviewee, book marks, book mark notes, GPS location, and device ID. In addition, perform QA evaluations and run reports on any of the Search indices.

<u>Verticals include:</u>

1. Insurance Companies - Document Insurance Claims with Centralized Storage
2. Police Departments - Can be Used for Local and Remote Interviews of Investigations by Police Officers In-Car and Detectives as well as Incident Recording for Documenting Officer's Actions.
3. Child Protective Services
4. Marine Industry - Safety and Compliance Documentation
5. Oil Field Industry - Safety and Compliance Documentation
6. Fire Departments - Used by Fire Arsonist Investigators
7. CSI Investigators - Used by Crime Scene Investigators
8. Inspectors – Any Inspection Type Companies
9. Law Firms - Backup to Depositions

Live Monitor Upgrade

<u>Inquire Live Streams</u>

- View live interviews, inspections, and incidents via the Revcord Monitor tab for any licensed Inquire software device.

- Audio conference - The users can perform Audio conference along with the live streaming from Inquire App to Web and from Web to App.

- Text Conference – Text conference features enabled for Inquire users, now the users can perform text chat from App to web and from web to app for multiple web users.

- Live Bookmarking – From the Monitor page, for an ongoing live event the users can 'Add' a live bookmark and they can View/Edit/delete the added bookmarks and in addition users can add bookmark notes.

Quality Assurance Upgrades

<u>Evaluations from Search Tab</u>

User can evaluate the selected calls by adding them to a form and 'Evaluate' directly from search page.

<u>Automatically Add 'Random' Searched Calls to 'Agent Evaluation'</u>

User can now add the 'random search' results automatically to Agent Evaluation Page.

<u>Save as Option in Edit QA Forms</u>

Users can edit a QA form and has the ability to save the edited form as new one.

<u>Associate an Agent/Dispatcher with the Completed Evaluation</u>

Users will have the ability to associate a particular agent/dispatcher with the completed evaluation.

Agent Login & Evaluation Feedback

Ability to search for completed evaluations by agent and/or evaluator.

Agents Drop-Down List on Evaluation Screen

Add all agents to dropdown list for easy viewing of completed evaluations or to choose an agent to evaluate.

Edit/Delete Published QA Forms

Grant the ability to edit or delete published QA forms.

Email Evaluation

Supervisor can email completed evaluations to respective agent or any other concerned. When an evaluation marked as completed, then the ability to email completed evaluation to respective agent with a simple checkbox which enables it.

Evaluate Screens

Tie video from screen recording or Inquire to evaluation interface

Evaluation Dashboard Drill-Down Graphs

Make Drill down graphs clickable to view detail page forms

Extend Evaluation Search call

Extend search options to allow for Agent/Channel.

Extend QA Evaluation Search

Ability to search for completed evaluations by agent and/or evaluator. Using the agent name or evaluator name as search parameters will display all the completed evaluations of agent or all the completed evaluations conducted by evaluator.

Import/Export Templates

Ability to import and export templates.

Shortened Steps For Evaluations

Eliminated the redundancies in QA evaluation process. Eliminated the "Pending" evaluation status. In addition, instead of going through multiple pages, a single interface has been introduced which displays list of evaluations based on evaluation status "In Progress", "Completed", "Closed" and "Shared".

Auto Fail Questions

Ability to set a question(s) for auto fail. If a person scores under a certain value for a question(s), they would fail the evaluation regardless of how well they did on everything else.

Open Form From Search Tab

When you select the QA icon and pick your form, evaluation form opens instead of going to the Agent Evaluations section.   In addition, there is a button, so when a user selects the form to apply to a call, they can also go to the form (depending on their permissions).

Calculated Percentages

Calculated percentages for the scores on the evaluation form are automatically calculated.

Admin Rights To All Evaluations

Admin level users will now be able to see all the completed and closed evaluations without having the need to share them.

NA Option

If the NA option was selected from the answer set, this question(s) is not used when calculating the score.

Run as Service

The Revcord software now can use a Windows service to start and stop the Revcord application. It will monitor all the applications and start and stop based on configurations.   There is no need to login as a User. The system will record even when a User is not logged in.

RevAgent

RevAgent is a complete upgrade to the previous Revcord Utility Client. RevAgent is a service that resides on the client PC. It provides for a host of services and acts as a liaison between the Revcord server and the client.   RevAgent will need to be installed on the individual desktops. It will provide the following functionality:

Audio ROD (Start/Stop Recording)	Free Seating by Windows User
Triggered Screen Recording by Area	Full Time Screen Recording
Screen Masking	Call Commenting While on Call
Screen ROD (Start/Stop Recording)	Free Seating by Revcord User
Auto Login	Full Session Recording Based On Duration
Multi-screen Recording (Up To Four)	

RevShield Software Suite

The RevShield software suite is made up of a server program called RevGuard and a client program called RevWatch.   These two software work hand in hand to monitor your logger as well as to provide secure access that addresses most IT security concerns.

<u>RevGuard</u>

RevGuard is an integrated hardware and software monitoring application that has been handcrafted to monitor your Revcord Voice Logging System components. RevGuard works hand-in-hand with RevWatch. RevWatch is a cloud-based application that manages the alerts and notifications pertaining to the health and status of all systems running RevGuard.

<u>RevWatch</u>

RevWatch is sent signaling that acts as a heartbeat and a report. There is a dashboard that shows a system summary.   RevWatch also receives all of the alerts from RevGuard. Please note that RevWatch can also work on closed networks that have no internet ability.

At Revcord, we know security is a leading factor in many IT Departments' decision making. RevGuard was designed and built with keeping Security as a priority. RevGuard does not require any listener sockets or TCP/UDP ports to be created. That means RevGuard is "closed off" to the outside world. In the event of a trigger or alert, an outgoing encrypted signal will be sent via SSL to RevWatch via a User defined outbound port only for base situations. For remote access and support, there are also security protocols in place.

RevGuard alert triggers are also configured locally and are fully customizable. Several aspects can be configured for monitoring: Hard Disk Status, Hard Disk Storage Space, CPU usage, Memory usage, Revcord software processes or stops/crashes, exceptions created by Revcord Processes, Revcord channel activity, and file deletion.

RevGuard notifications/alerts are configured locally, and are fully customizable. There are many different ways in which an alert can be manifested: Email notifications, automatic ticket creation in the Revcord Ticketing System, Remote Assistance Requests, or Taskbar Icon/Balloon messages.

Full HTML5 Support

HTML5 has become the industry standard for browsers and it is not just a feature, it is a requirement for your logging future! The adoption of HTLM5 by browsers has been a long time coming and there are a multitude of reasons why browser dependent programs should use HTML5. Below are some of the reasons:

<u>Prevents Security Holes For Hackers:</u> Browser plug-ins like Flash and Java are the biggest attack vectors. Cross browser support makes them larger targets than the browsers themselves. NPAPI and ActiveX plug-ins have complete access to a system, such as operating system permissions.

<u>Provides For An Open Standard:</u> Web Browsers use "open standards" unlike proprietary plug-ins; Microsoft Silverlight isn't supported in Linux, just as Flash will not run in iOS.

<u>Reduces CPU Usage:</u> HTML5 uses 1/3 of CPU Resources compared to most plugins.

<u>Browser Crash:</u> Plug-ins are a leading cause of crashes. New-era browsers based on HTML5 have internal sandboxing which prevent total-browser crashes.

<u>Update Services Are Always Running:</u> Java, Flash, PDF Reader, QuickTime, Silverlight, Unity Web Player, RealPlayer, etc. are all independent and use their very own updater services. In terms of resource hogs, these can all add up quickly, impeding a system's performance. Not to mention, they are all potential failure points and potential security weak points.

<u>IT Department Updates:</u> Many IT departments won't let the User update plugins which means every time there is an update; the User has no access to the system.

Any logger that does not support HTML5 for both video and audio is putting the User at risk. Revcord strongly encourages all Users to verify with their IT personnel and to know the importance of HTML5.