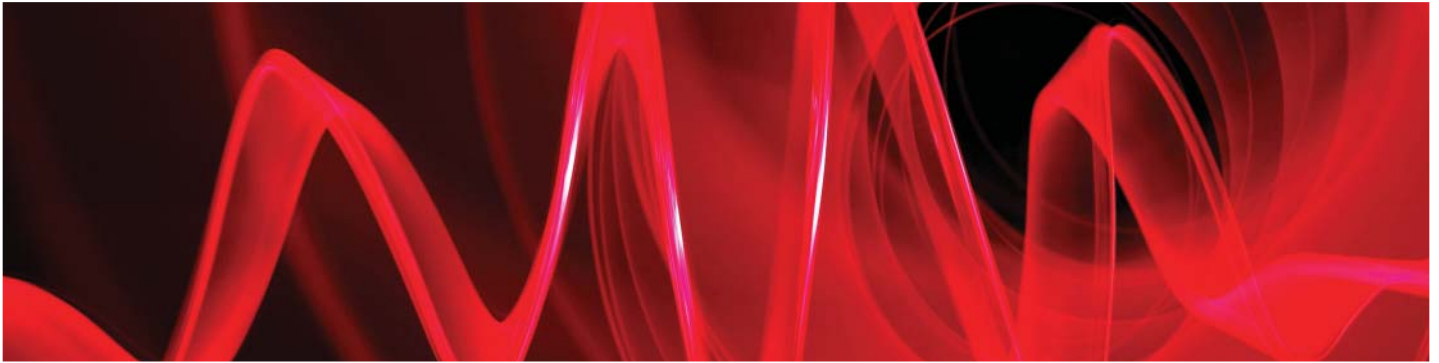


# voicevault<sup>®</sup>



## voice track<sup>®</sup>

Voice Track<sup>®</sup> is a phone based system that enforces compliance and promotes accountability by verifying an individual is at a specific location, at the required time, in compliance with their parole order.

### ➤ Key Benefits

#### Cost reduction

- Fully automated compliance monitoring system.
- No tags or special equipment required.
- No training required.
- Highly cost effective.
- Effective monitoring for just one day, a year or longer.
- Supports multiple monitoring locations (work, home etc).
- ISO 27001 system – the highest level of information security accreditation.

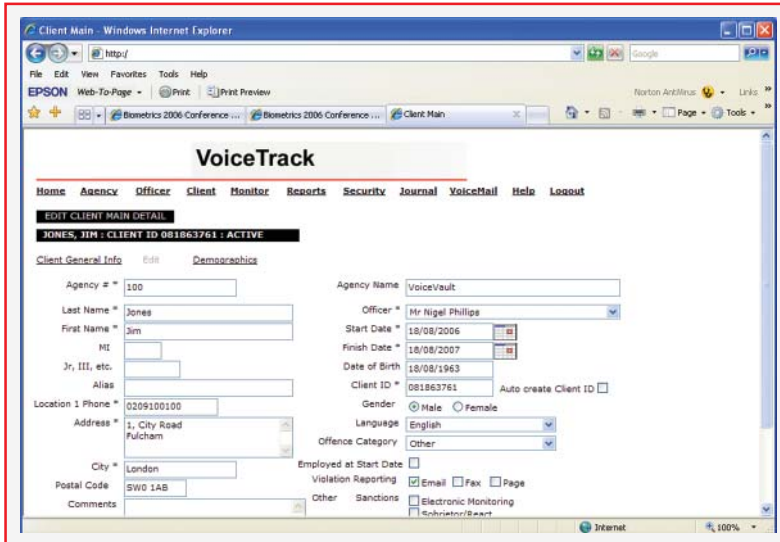
### ➤ How it Works

The rules relating to each parolee are held within the Voice Track Case Management System. The Case Management System is administered by Officers who:

- Create new parole 'accounts'.
  - Enter rules relating to the compliance regime to be monitored.
  - Monitor compliance with the rules.
- If a compliance rule is violated Voice Track will automatically alert the Officer by email, fax or SMS. Voice Track incorporates a full range of reporting and security functions.

## Case Management and Enrollment

Voice Track's comprehensive Case Management System can be accessed securely online using a standard web browser 24 hours a day, 7 days per week.

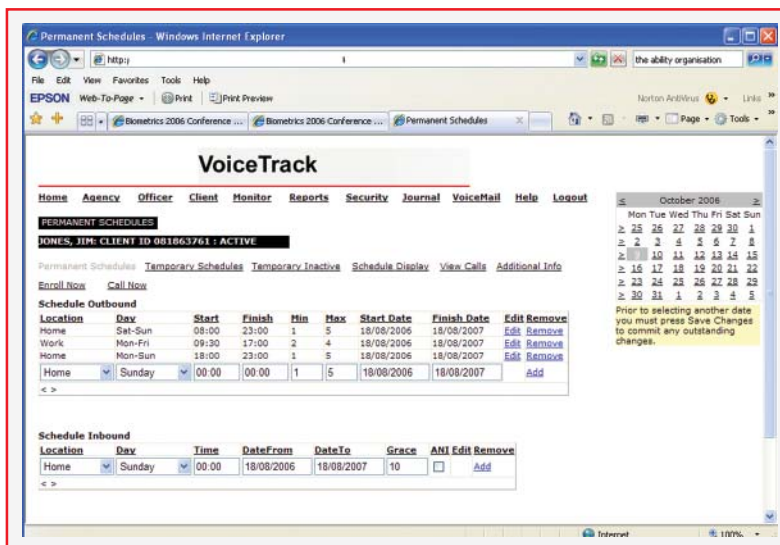


Voice Track's database is organized by Agencies. Each Agency can have any number of Officers. Each Officer can administer any number of parolees.

## Officers

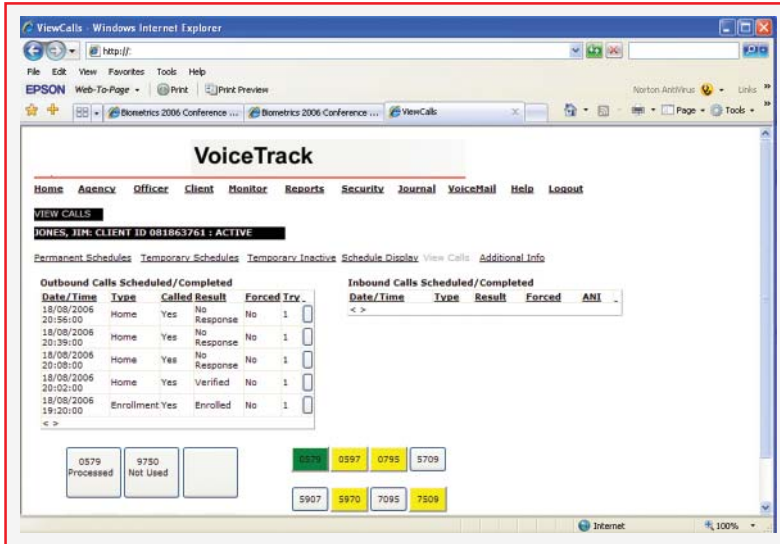
Officers use the Case Management System to create new parolee 'accounts' and manage case loads. Each account holds information on the parolee (name, language selection, telephone numbers for verification).

The Officer sets a verification schedule which determines the date and times of verification calls. Verification calls can be inbound (from the parolee) or outbound (to the parolee) or any combination.



## Officers

Officers can set a range of verification thresholds. These settings include minimum and maximum verification attempts before a violation alert is issued and maximum time to phone pick up. Officers can check individual parolee verification calls, and if required, can listen to a parolee's spoken words.



Case Loads can be temporarily or permanently transferred between Officers and Agencies at specified dates and times (for example to allow for continuous monitoring during leave etc).

## Parolee

Enrollment of a new parolee is quick and easy. It is performed using any phone and usually takes less than 2 minutes. No training is required. Tracking can commence immediately after enrollment has been completed.

Each verification call takes less than 1 minute. Verification calls are not affected by the parolee having a minor ailment such as a common cold.

## Violation Alerts

Violation alerts can be triggered by:

- Voice verification failure (impostor attempt).
- Failure to answer the phone (did not answer, busy, too long before answer).
- Failure to call (inbound verification).

- Call forwarding (if the answering phone does not match the scheduled phone number).

Violation alerts will be automatically generated for failed verifications and delivered to the Officer by email, fax, SMS, daily report etc.

## Reporting

Voice Track generates a range of reports including:

- Alert Notification.
- Daily Alert Notification.
- Officer Case Load Report.
- Daily / Multi-day Verification Summary.

## > Archiving

At least one week of verification calls can be replayed on demand through the Case Management System. Calls are then archived offline for a specified period.

Call data can be accessed via the Case Management System for a period of up to two years.

## > Data Tracking

All data entry or changes are logged. Each entry is time and date stamped and, in the case of a change, the previous

value is also retained. Changes can be tracked by using a Journal function.

## > Security

The Case Management System is secured by User ID and password authorization. Three levels of access control are provided:

> Supervisor.

> Agency.

> Officer.

## > Voicemail

Officers can record and leave voicemail for Parolee's. The system retains a record of delivered voicemails.

## > Implementation Options

Voice Track can be provided as a fully managed service or licensed software.

### Fully Managed Service

Complete 'end to end' solution including Voice Track, IVR, and telecoms. VoiceVault's managed service is ISO 27001 rated. Voiceprints are stored in a highly secure data vault that is already trusted by parole management agencies, as well as banks and insurance companies.

> Fully customizable.

> No additional hardware required – Officers require web browser with internet access.

> Limited training required.

> Highly scalable and fully redundant software and hardware – no single point of failure.

> Highest levels of security.

> Guaranteed service levels.

### Licensed Software

Voice Track can be delivered as licensed software for installation and operation within a customer's own IT environment.

> Fully customizable.

> Installation and server configuration support available.

> Integrates with existing IVR and telecom systems.

> Highly scalable and fully redundant software – no single point of failure.

> No database required – voiceprints held within the file structure of the operating system.

Server software can be installed on any Intel based processor running Windows 2000 / 2002 / 2003 / NT or XP. The system will scale to any number of concurrent sessions according to the availability of servers, processor resources and bandwidth. The VoiceVault architecture is designed to connect to an unlimited number of servers.