



Vignette® WebCapture

Vignette® WebCapture is a state-of-the-art solution for capturing records of Web transactions. The secure capture, storage and playback of Web transactions helps ensure non-repudiation of online interactions.

Overview

Vignette WebCapture integrates with existing Web applications to record a visual transaction log and audit trail of all pages that comprise a Web transaction.

- Extends records and compliance management to Web transactions
- Provides a visual audit trail recording of employee access to sensitive information
- Provides search and retrieval of captured transactions through indexing and metadata management
- Signs and stores transactions in a comprehensive records management information repository
- Provides an "Instant Replay URL" for customer replay of captured sessions

| Features | Description |
|---|--|
| Secure Capture and Retrieval of Web Transactions | Stores recorded online transactions over a secure SSL connection to a repository, for access by authorized staff, across a variety of high volume applications. Replay recorded sessions using a browser plug-in that allows the user to page through the exact sequence of Web pages viewed by the original customer. |
| Dynamic Content in Context | Captures the display of every Web page (including dynamic content). Vignette WebCapture records the steps of the transaction. Transactions are classified with key information elements mapped into metadata fields for indexing. Pages are rendered in their original form including dynamic content such as animated GIF's, drop down lists, scrollable boxes etc. |
| Automatic Classification | Classifies transactions automatically using key information elements mapped into metadata fields for indexing. Populates other index fields using default values, transaction types, dates and times. |
| Customizable Triggers | Configure custom conditions that trigger the start and stop of the Vignette WebCapture session. Minimize storage requirements by utilizing triggers to capture only the formal part of each transaction. |



| Features | Description |
|---|--|
| Session Monitoring | Monitors interactions between the customer and the site. Captures many different session types based on configured triggers for a variety of HTML pages, graphic and script objects (GIF, JPG etc.) |
| Time and Date Stamp Sessions | Captures session date and time stamps, along with customized metadata indexes for storage in the Vignette WebCapture repository. Replays Web sessions in sequence for proof of transaction. |
| Index and Word Search | Searches stored transactions using metadata, transaction content (any text contained within the captured Web pages) and transaction date and time. From the resulting hit-list, the user can select any transaction for replay via a browser. |
| Definable Retention Periods | Assigns retention periods and security attributes according to the transaction data, type or triggers. Can automatically delete stored transaction documents from the repository. Can use the standard retention period library or custom timeframes defined using the browser-based administration system. |
| Notifications | Sends e-mail notifications of a playback session to selected addresses whenever documents of a particular type are captured. Provides an "Instant Replay URL" to customers and alerts employees to process incoming transactions. |
| Roles-Based Administration | Authenticates user logins through the standard Internet directory access protocol, LDAP (Lightweight Directory Access Protocol). Administrators can manage user accounts and groups directly via the Vignette WebCapture graphical administration system. Security of documents within Vignette WebCapture is controlled through assigned user and group rights. |
| Non-Repudiation and Digital Fingerprinting | Creates a secure digital fingerprint (MD5 hash) of documents in the repository for detection of document tampering. On request, Vignette WebCapture can generate a new fingerprint for the document and compare it with the original, stored fingerprint to detect any change to the original stored document. |

Deliver Documented Proof for Non-Repudiation

Create records of online transactions to mitigate risk and lower the costs associated with electronic storage of information assets.

- Eliminates the need for paper proof
- Greatly increases end consumer confidence in online transactions
- Lowers cost and improves quality of customer support
- Saves the virtual paper trail
- Creates permanent records from policy-based captures of transactions as they happen

Implement Quickly for Immediate Results

Vignette WebCapture supports a plug-and-play model that requires minimum modification on Web sites and allows rapid implementation time.

- Supports open standards and fits readily within popular online business architectures for an optimized capture, management and delivery solution
- Assigns metadata to captured transactions to easily find, retrieve and replay on demand
- Permits the repository to reside inside the corporate firewall while optionally locating the target Web server in a different location. This approach allows for services of the third parties who are affiliated with the organization.



Figure 1. Web Page Transaction Retrieval

Integrate Seamlessly with Document and Records Management Systems

Organizations can leverage Vignette WebCapture to fulfill regulatory requirements while offering their customers, partners and employees additional value through secure online transactions.

- Single system to integrate capture and archival together with COLD, report management and case management capabilities
- The only system optimized for this type of transaction and non-repudiation function
- Optimized to work in tandem with your image, information management and delivery applications

Monitors Access to Sensitive Information

Organizations can leverage Vignette WebCapture to audit access to sensitive and restricted information. Employee access can be monitored to help ensure appropriate use of the information.

- A system to audit applications delivered through the portal
- Records a point-in-time audit trail, not URLs pointing at dynamic content
- Secure record storage and “fingerprints” prevent user and administrator tampering

Add-On Product Capabilities for Vignette WebCapture

- **Content Services** – Manage advanced taxonomy, search, deployment and multiple Web site and portal environments
- **Portal Services** – Create and manage Web Applications based on a state-of-the-art management console for sites of virtually any size and complexity. The portal services also enable business users to define and control the end-user experience by giving them the ability to define interactions, and manage implicit and explicit personalization rules.

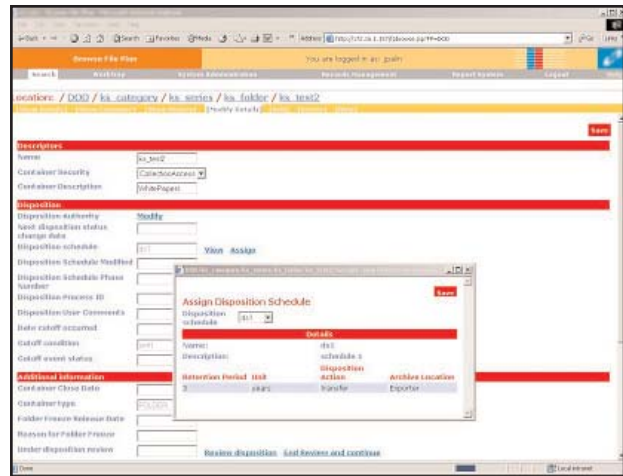


Figure 2. Expiration Policy Definition

- **Integration Services** – Integrate unstructured, structured and transactional information from inside or outside the enterprise—defined through a graphical integration workbench. Predefined integrations to a variety of technologies and applications, including IBM MQSeries®, Lotus Notes®, Artesia Technologies® and SAP®.
- **Collaboration Services** – Provide a collaborative environment, based on business processes to manage communication, dialogs and knowledge sharing inside and outside the enterprise, for marketing, sales, project management and customer service.

Summary

Vignette WebCapture is a unique tool that brings security, peace of mind and non-repudiation to Web transactions. For the security of the vendor and the customer, Vignette WebCapture records specified Web transactions and saves them as verifiable, retrievable records. Vignette WebCapture easily integrates into existing Web infrastructures so organizations can quickly satisfy their regulatory obligations and lower the risk of conducting important transactions online.

For more information about how Vignette solutions can benefit you, visit www.vignette.com/info for informative Webcasts, event schedules and the latest product developments. Or if you would like to speak directly to a sales representative, please call **888.608.9900**.



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