

Call recording fully integrated with your iPECS

The icall suite record module delivers fully integrated call recording with extensive functionality, suitable for any size of business with unlimited sites. Contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

iPECS call recording for ISDN, SIP or analogue

The record module of icall suite provides industry-leading features to all types of organisations such as legal firms, insurance companies, call centres, public agencies, health centres, doctors surgeries and any FSA regulated company that is legally bound to record calls.

We can provide simple USB-based client/server solutions, hosted, web-based solutions or full turn-key systems to record tens of thousands of calls per day across multiple sites.

Why record calls?

Monitor call quality and staff performance to improve company standards and customer care.

Resolve “who said what” disputes by confirming call details such as quantities / specifications of an order, protecting both your business and your staff from disputes.

Protect staff from abuse

Train staff on call handling techniques and customer interactions to improve performance.

Regulatory compliance (for FSA regulated companies):

- PCI DSS support.
- Encrypted (legally admissible in court).

Functionality

Easy to use

- Simple dashboard layout to find calls quickly.
- In-built archiving functionality.
- Email recordings from playback screens (1 click).
- Extensive search criteria to find a call.
- Recordings can be exported as .wav files.
- A call is recorded from when it arrives at the system; when the caller is put on hold, transferred or in a queue, providing a complete record of verbal transactions.

Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage is encrypted.
- Automated archiving.

Flexible recording

- Record all line types; ISDN2, ISDN30, SIP or analogue.
- Easily scalable and cost-effective, from just a few users to many hundreds.
- Whether you have ISDN2 and Analogue or ISDN30 and SIP, any combination and number of lines can be catered for in one seamless solution.

Multi-site recording

Record an unlimited number of sites centrally with web access to any recording.

Audit trail of call access Monitor who played back which calls/when.

Essential reporting included

With or without the report module you can report on call activity:

- DDI and trunk utilisation
- Most frequently dialled number
- Daily call analysis

Additional options include:

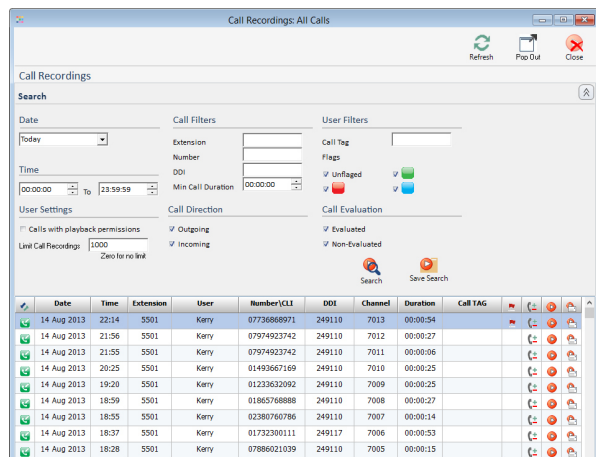
- Call evaluation
- Call tagging
- Annotation and call outcomes
- Full reporting on these options

Compliant

All recordings are securely held in an encrypted format, in compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built in DTMF* support or by integration with your CRM or the icall suite connect module.

Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.



Date	Time	Extension	User	Number/CLI	DDI	Channel	Duration	Call TAG
14 Aug 2013	22:14	5501	Kerry	07738686971	249110	7013	00:00:54	
14 Aug 2013	21:56	5501	Kerry	07974923742	249110	7012	00:00:27	
14 Aug 2013	21:55	5501	Kerry	07974923742	249110	7011	00:00:06	
14 Aug 2013	20:25	5501	Kerry	01493667169	249110	7010	00:00:25	
14 Aug 2013	19:20	5501	Kerry	01233632092	249110	7009	00:00:25	
14 Aug 2013	18:59	5501	Kerry	01865768888	249110	7008	00:00:27	
14 Aug 2013	18:55	5501	Kerry	02380760786	249110	7007	00:00:14	
14 Aug 2013	18:37	5501	Kerry	01732300111	249117	7006	00:00:53	
14 Aug 2013	18:28	5501	Kerry	07886021039	249110	7005	00:00:15	

*DTMF currently not available on SIP trunks. Automated stop/start only available on SIP when exact unique CLI match is provided.



SOON TO BE RELEASED: DTMF Stop/Start on SIP

Features overview

Analogue, ISDN2, ISDN30 and SIP call recording	✓
Security through encryption	✓
Trim and extract recordings	✓
Save / email recordings as .wav files	✓
Audit trail of user access and playback	✓**
Daily call analysis	✓
Call flagging	✓
Multi-site recording	✓
Web-based recording playback	✓
Essential reporting	✓
PCI DSS compliance	✓
Deployment via USB	✓
Deployment via PCIe cards	✓***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	✓
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	✓*
Report on call outcomes real-time	✓**
Extension tagging	✓**
Call tagging / annotation	✓**
Call quality monitoring	✓**
Call evaluation, feedback, results and audit reports	✓**
Fully integrated with all icall suite modules	✓

* Requires icall suite connect or contact centre module

** Requires enhanced recording pack

*** Requires PCIe card upgrade

Call recording is not supported on virtual machines.

MINIMUM SYSTEM REQUIREMENTS

Dedicated dual core PC running 2.8GHz or faster

Windows XP / 7 Professional, Vista Business, Server 2008

3GB RAM, 250GB hard disk free space (C: partition)

CD-ROM drive, DVD-Ram or NAS for archive

The size of site and number of calls per day affects the minimum PC specification – please enquire if unsure.

SERVER STORAGE SIMULATION

Unit: GB

With RTP encryption	agents	1 Day	1 week	1 Month	1 Year
- Save as encrypted wav. File	10	1.1	5.3	21.1	252.7
- Conditions: 460KB/minutes 4 hrs a day 5 days a week 20 days a month	25	2.6	13.1	52.6	631.8
	50	5.3	26.4	105.3	1,263.7