

Overview

CallReplay is an easy to use call recording solution that implements the corporate call record keeping policy and provides secure, easy access to call records.

It allows managers to review phone calls according to their work group. Users are empowered by providing them with accurate records of their calls.

All access to replays is logged and can be audited by authorized users.

CallReplay is highly integrated with Cisco CallManager, having an XML phone service which allows replaying calls directly on the phone.

Features and Benefits

- ✓ **Record Phone Calls** - Damage control and increased accountability of your personnel, suppliers and customers
- ✓ Increased productivity as no important information is lost during phone calls
- ✓ **Monitor live calls:** Listen to a call as it happens, without any conferencing. You can also **whisper** to the agent without being heard by the external party.
- ✓ **Replay, Adnotate and e-Mail** phone call recordings. Easy, secure access to call recordings, using a web audio player or a desktop audio player. Search by caller ids, phone numbers, adnotations, time.
- ✓ **Browse Recordings by Agent** - Superb browsing interface tracks agents across multiple phone numbers.
- ✓ **Backup & Restore:** Archive calls on DVDs, HD-DVDs, BluRays or SANs. A single DVD can store up to 15,000 calls of 5 minutes each, due to the state-of-the-art voice compression technology incorporated in CallReplay.
- ✓ **Reverse Caller Lookup** - Displays the caller name and business unit using the company Phone Directory.
- ✓ **On Demand Recording** lets you keep just the important calls, using a phone service.
- ✓ **Multi Site:** With CallReplay, you can record and administer many network partitions as if they were one, at no additional cost.
- ✓ **Screen Recording** – Integration with Memolith Screen Recorder. See what was done on the screen while the phone call occurred.
- ✓ **Scalable** to thousands of ports, when using multiple servers. Calls can still be browsed & searched from a central server. The actual recordings storage is distributed amongst servers.
- ✓ **Specialized Speech Compression** lowers the storage requirements 8 times over MP3 and allows 18,000 hours of phone calls storage on one 120 GB hard drive.
- ✓ **Call History** - follow a call as it is transferred, put on hold or parked
- ✓ **Audit Replays** – prevent recordings abuse by browsing the list of accesses to a call.
- ✓ **XML Phone Service** – handily review your past calls from your XML enabled phone (Cisco IP Phones 7940, 7960 & 7970). Authenticate, Browse, Play, Rewind, e-mail, mark important. You can also assign calls to folders.

- ✓ **Supervisor Access** – Assign sets of phones to supervisors, using lists of phone numbers, or several types of patterns.
- ✓ **Thin Client Deployment** – The administration and user tools run in a web browser, be it Internet Explorer, Firefox or Opera.
- ✓ **Call Scoring & Custom Forms** - Integrated agent scoring and reporting module
- ✓ **Integrated Support Tools** – Request & receive technical support with a few clicks using the Remote Helpdesk support tool.
- ✓ **Passive network sniffing** assures zero impact of recording on PBX performance and improves system reliability.
- ✓ **Try Before You Buy** – Download a fully-featured evaluation version with a friendly configuration wizard from: <http://www.call-replay.com>

Technical Specifications

VoIP PBX	<ul style="list-style-type: none"> • Cisco CallManager (all versions) • CallManager Express • Avaya CM S8000 series and IP Office 500 • NEC Univerge - SV8000 series, IP only • generic SIP • IPTrade turrets
IP Phones	<ul style="list-style-type: none"> • All Cisco IP Phones
Operating System	<ul style="list-style-type: none"> • Any Windows Server • Windows XP SP2 or Windows 2000 Pro • IIS required
Hardware Requirements	<ul style="list-style-type: none"> • Software only recording system, no proprietary cards • Industry-standard Intel compatible server supplied by customer • Network connection to voice traffic, using a hub or a mirrored port for promiscuous mode network sniffing
Recording Capacity	<ul style="list-style-type: none"> • Up to 400 simultaneous calls on a single dual core CPU • Clustering servers can extend this to thousands of ports
Retention Capacity	<ul style="list-style-type: none"> • Speech compression, VBR, Stereo, 170 hours per GB • ~ 18,000 compressed talk hours on one 120GB HDD
Supported codecs	<ul style="list-style-type: none"> • G.711, G.722 • G.729 (extra option)
Recording Architecture	<ul style="list-style-type: none"> • Passive network sniffer, Skinny Protocol • Stereo, each party is heard in a different channel
Embedded Database	MSDE 2000 SP3a
Security	<ul style="list-style-type: none"> • Secure access to recordings • Normal users can access their own calls, using their PINs • Managers have access to calls based on logical departments filters
Administration	<ul style="list-style-type: none"> • Web interface, Flash based, supported with Internet Explorer, Firefox, Opera, Chrome
Call records access	<ul style="list-style-type: none"> • Web interface + desktop player • Phone Service interface (on Cisco IP Phones 7940, 7960, 7970)
Support	<ul style="list-style-type: none"> • One year of support included • Remote HelpDesk software included