

# CCRecord Pro



**Polty's Inc.**  
Unified Communications Solutions

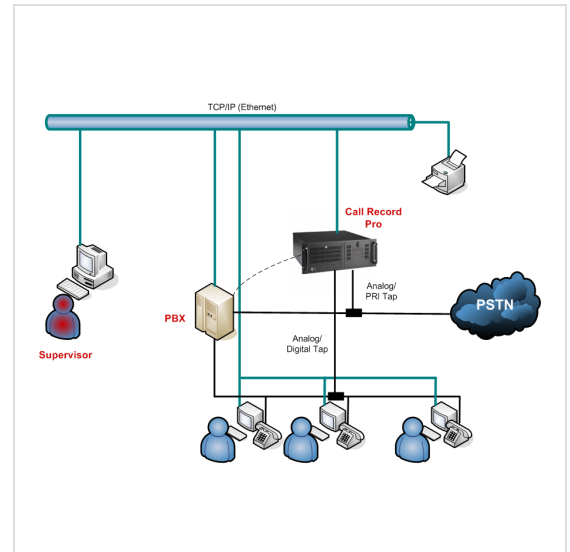
## ► Overview

**CCRecord Pro** delivers a non-intrusive call recording solution over trunks and/ or extensions that allows you to record what you need, when you need it.

CCRecord Pro is add-on of CCView product.

## ► Key Features

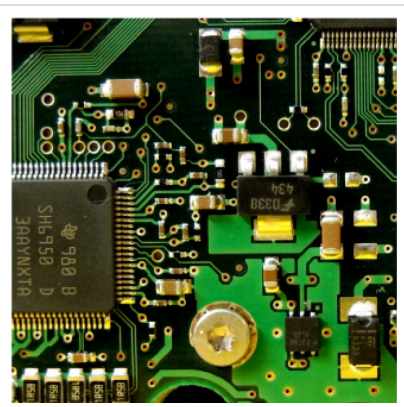
- Compatible with all Panasonic KX-TDA/TDE/NCP/NS PBX series
- Call recording process is triggered by CSTA events gathered from Panasonic PBX, not by call signaling information
- Call recording encryption
- MP3 call recording compression
- Password protected User access to call recordings
- Call recordings export, backup, and restore
- Entire call logging with all call details retrieved via CSTA from Panasonic PBX
- Monitor Agent-Customer conversation quality and perform Agent grading by call logs
- Quickly locate call recordings by searching, filtering, and grouping information in call logs
- Trunk Side
  - Analog and ISDN PRI23/ PRI30 recording interfaces
  - Call recording filtering (record/not record) based on Caller ID/ Extension/ DID
  - Call recording split by extensions the call was successively transferred to
- Extension Side
  - Analog, Panasonic proprietary digital recording interfaces



## Benefits

- Increase customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control
- Help evaluate and analyze agent-customer interactions
- Perfect aid to Agent training
- Avoid "he said/she said" dispute

## System Specifications



- 4U rack mounted industrial chassis
- P4 2.8 GHz, 2 GB RAM, 1 TB HDD, 100BaseT NIC
- Analog/ Panasonic digital proprietary/ ISDN PRI23/ PRI30 tapping boards
- Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)
- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000