

VoIP CCRecord Pro



Polty's Inc.
Unified Communications Solutions

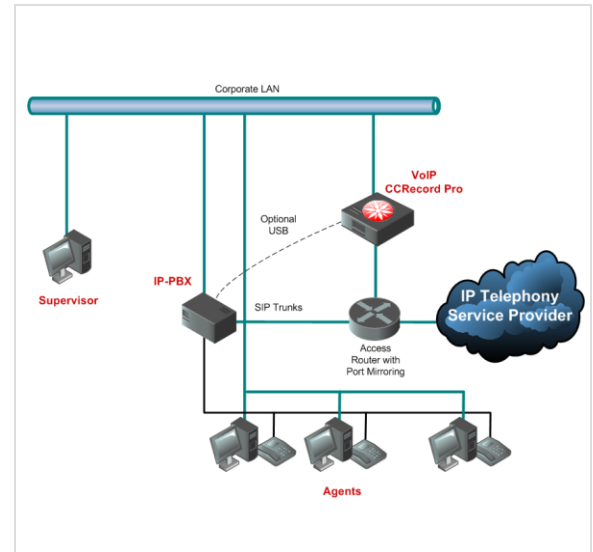
► Overview

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

VoIP CCRecord Pro is add-on of CCView product.

► Key Features

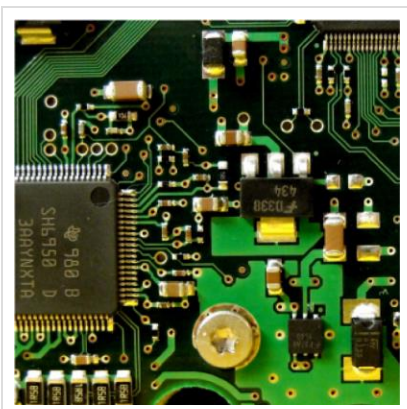
- Compatible with all Panasonic TDE/NCP/NS PBX series
- Call recording process is triggered by CSTA events gathered from Panasonic PBX, not by call signaling information
- SIP-based recording, no telephony hardware is necessary
- Call recording encryption
- Password protected User access to call recordings
- 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 only
 - Call recording filtering (record/not record) based on Caller ID/ Extension/ DID
 - Call recording split by extensions the call was successively transferred to



Benefits

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

System Specifications



- P4 2.8 GHz, 2 GB RAM, 1 TB HDD, 100BaseT NIC
- 34,000 hours recording storage
- Requires access router with IP port mirroring feature in order to duplicate the voice traffic exchanged between IP-PBX and IP Telephony Service Provider
- Microsoft Windows 7 Professional (UAC disabled), Microsoft Windows 8 (UAC disabled)
- KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000