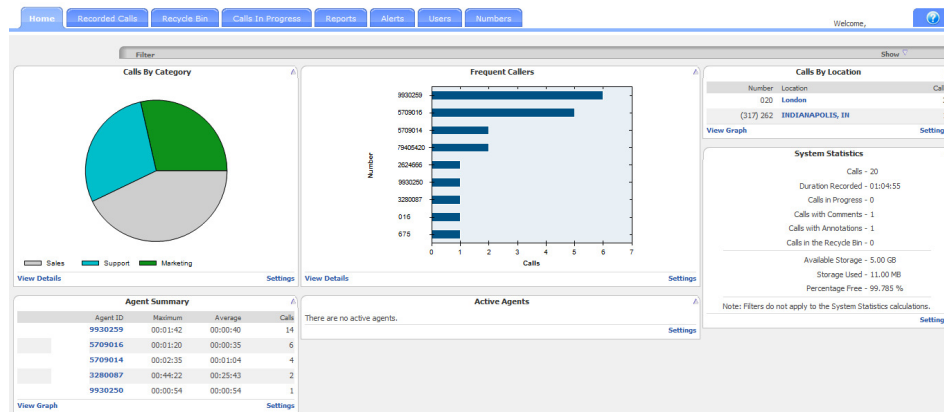




UC Voice & Video makes Call Recording easy and feature rich, providing the ability to record calls in real-time, control storage of recordings and use powerful tools to get the most out of communications.

Call Recording service is a bolt-on application that seamlessly integrates with our Harmony Voice and Video service.



Call Recording

for
Hosted Users
only
£4.99

for
SIP Trunks
only
£9.99

Prices are per User or per SIPT channel per month +VAT, includes 10 hours storage add 100 hours storage for £6.99

Features

- Dashboard**
Instant online portal to make management easy.
- Real Time Monitoring**
Monitor and listen in on calls in progress. Ideal for training, order verification, client time-logging or when unusual usage has been detected.
- Instant Playback**
See your calls and click to playback from the browser.
- Download & Archive Calls**
Download Individual or Batch calls, or archive into a ISO image for long term on-site storage.
- Annotation**
Playback calls and place markers in the call with text comments as well as to upload documents associated with a particular recorded call.
- CRM Integration**
Connect with Sugar or Salesforce.com and attach recordings to contact records.
- Categories**
Critical for associating marketing campaigns and in contact centre situations or separating calls into departments etc..
- Selective Call Recording**
Record calls by telephone or account numbers, at set times of the day or days or a sample percentage for quality checking.
- Record calls to a mobile**
Using call director the calls to remote devices are also recorded.
- PCI Compliant**
Meets PCI DSS 3.2 for handling credit card transactions for storage and control.
- Legally approved**
Recordings are encrypted (AES-256) and include an MD5 digital fingerprint to allow verification and avoid tampering making recordings admissible as evidence.
- On Demand Recording**
In a call and think you might need a copy of this? Key in your code and the whole call from the start is stored and will be available to download.

Only Record Calls With DTMF Sequence:

Only Record Calls From Caller ID:

Only Record Calls To Caller ID:

Percent of calls to record

Inbound:

Outbound:

Record Start Time:

Record End Time:

Time Zone:

Days of week to record

Sunday: Monday: Tuesday: Wednesday: Thursday: Friday: Saturday:

Duration	Recording	Annotate	CRM	Email	Comments	Category
00:25:29						(No Category)
00:00:56						Sales
00:01:42						Marketing
00:01:27						Support

Availability

Available to all UC Voice & Video hosted users & SIP Trunks. Contact IC for more details and ordering.



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