



working in partnership with



## callrecorder

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Cost effective and scalable, Xarios Call Recorder is an advanced recording solution built on industry-standard technology that records and stores telephone calls within your organisation. Available in three versions - *Express*, *Professional* and *Enterprise* - Call Recorder can provide your business with the perfect recording solution to suit your needs.

Call Recorder is a server-based product that passively records the ISDN lines between your telephone system and the telephone network. Call Recorder employs an easy to use web-based playback system, so there is no need for dedicated playback software. This intuitive interface makes it easy to search for and playback recordings, as well as customise the recorder to your needs. Developed with the user in mind, Call Recorder focuses on saving time for you and your staff.

Users can log into the Call Recorder server home page simply by using Microsoft Internet Explorer. From the main page they can see at a glance the status of the recorder, such as how much hard-disk space is free. Selecting *Recordings* from the menu will display a list of recordings for the most recent calls permitted for viewing, in addition to a filter page to allow users to search for a specific call or group of calls.



employs an easy to use search & playback system, designed with the user in mind

## callrecorder express

Call Recorder Express is the entry-level offering from Xarios, aimed at small businesses that require basic call recording without permanent storage. Ready to use out of the box, Call Recorder Express will capture 120 days of calls and save them for immediate playback. A single licence to replay recordings is provided through the easy to use web interface.

### Search & Playback

As well as recording audio content, Call Recorder stores additional information for each call, to make searching for a particular conversation quick and easy. You can search the database using a mixture of time, date, the extension number, agent ID, DDI, caller ID, hunt group, speed dial name, account code and line.

Calls can be recorded in various formats. By default they are compressed in .wav format at 100 kB per minute. Recordings are played back on a conventional PC through the Call Recorder web site using Windows Media Player.

The screenshot shows a web interface titled "FILTER DETAILS" with a light blue background. It contains several search filters arranged in two columns. On the left side, there are fields for "Agent ids:", "Agent name:", "Outside number:", "Call start range:" (with two date pickers), "Call direction:" (a dropdown menu), "Trunk:", and "Scoring:". On the right side, there are fields for "Extension ids:", "Extension name:", "DDI:", "Call length range:" (with two time pickers), "Flagged calls:" (a dropdown menu), "Hunt group:", and "Call status:". At the bottom left, there are two buttons: "filter" and "clear filter".

*an extensive array of filters helps you find the exact recordings you require*

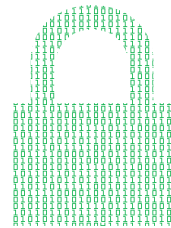
# callrecorder professional

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Call Recorder Professional adds a host of features to the Express version to provide an enhanced call recording solution. With Call Recorder Professional you can archive recordings, find calls and call events faster, and legally prove call authenticity.

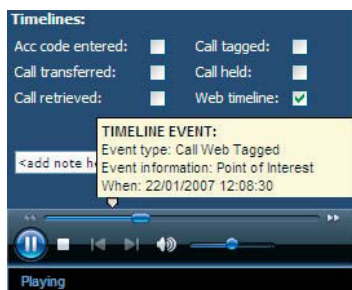
## Authentication

For businesses that wish to utilise call recordings to resolve legal disputes, Call Recorder can provide authentication for your recordings. Each recording has its own unique encrypted digital signature which is used to verify that the recording is genuine and has not been tampered with. When playing back a recording, Call Recorder will perform an authentication check and display an icon to show if the recording is valid.



## Timeline of Events

When playing back a recording through the media player, the recorder places automatic and custom markers on the playback bar to allow the user to identify specific events during the call, and jump straight to them. Events such as the entering of an account code or a call being put on hold are automatically marked. Additionally, custom markers can be added to a recording by the user at any time during playback.



For instance, during a call an agent may take sensitive information from the caller regarding a contract or direct-debit instructions. By entering an account code on the call at this time, the place in the call where the transaction took place is automatically marked for future reference.

## Flagging Calls

Recorded calls can be flagged by a user upon playback to mark the call as important. When flagging the call, notation can also be added to remind the user why that call was significant. Upon searching for calls, a user can then narrow their search to show only calls that have been flagged.

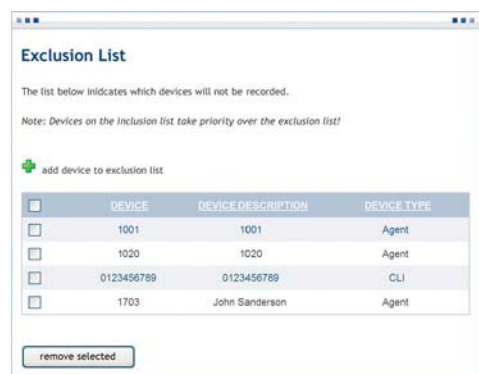
## Archiving

All of your recordings can be archived to DVD RAM media or local/network hard disks for real-time playback. This is a necessary procedure for organisations that require recordings to be kept for long periods of time, in addition to providing added data protection. Archived recordings are still stored locally on the recorder (space permitting), ensuring that as many recordings as possible can be replayed via the recorder without having to manually search for archived DVD disks.

## Exclusion / Inclusion Lists

Call Recorder Professional affords you the ability to make basic decisions about which calls should be recorded and which should be disregarded. Extensions, agent IDs, caller IDs, hunt groups or account codes can all be individually set to not record.

So for example, a Chief Executive may not want his calls recorded. He can set calls at his extension to be excluded, but also enable an account code on the inclusion list which, when entered during a call, will tell Call Recorder to save the current call.





security and archiving available for multiple users

## callrecorder enterprise

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Call Recorder Enterprise is the complete solution for businesses for whom call recording is critical. Building on the power of the Professional version, Call Recorder Enterprise offers advanced CTI integration, call scoring features and complete scalability. Whether you wish to resolve legal disputes or train your staff, Call Recorder Enterprise provides everything you need and more.

### **Scalability**

Call Recorder Enterprise is a completely scalable product. Using a central SQL server and multiple slave recorders, call recording capacity can be increased simply by adding additional recorders as required. All calls can be searched for and played back through a single interface, while each Call Recorder server is responsible for its own recording and archiving.



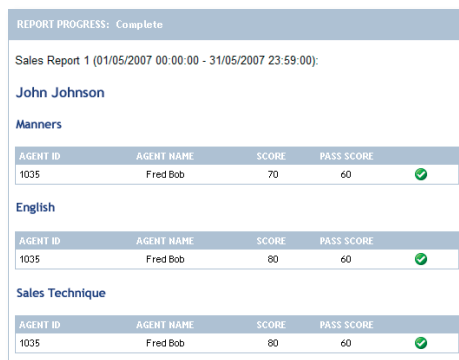
### **Redundancy & Storage**

Call Recorder Enterprise is available with option packs for redundancy and storage. The redundancy pack upgrades the server to a fully redundant machine to safeguard your recordings and help prevent loss of data through equipment failure. The redundancy pack includes an additional power supply, extra fans, a 2nd DVD RAM drive and a spare online hard disk.

The storage options are available to increase the in-machine hard disk capacity. This extra capacity can be used for archiving recordings and ensures that they are available for as long as possible without having to search back through DVDs.

## Agent Scoring

The use of call monitoring and recording for training purposes is an excellent way of improving productivity and ensuring your staff are prepared for any scenario. Call Recorder Enterprise gives you the tools to create your own customised score sheets with which you can assess your agents on a variety of topics. The results of such scoring can then be made into a report either on screen or via e-mail.



REPORT PROGRESS: Complete

Sales Report 1 (01/05/2007 00:00:00 - 31/05/2007 23:59:00):

**John Johnson**

**Manners**

AGENT ID	AGENT NAME	SCORE	PASS SCORE	
1035	Fred Bob	70	60	✓

**English**

AGENT ID	AGENT NAME	SCORE	PASS SCORE	
1035	Fred Bob	80	60	✓

**Sales Technique**

AGENT ID	AGENT NAME	SCORE	PASS SCORE	
1035	Fred Bob	80	60	✓

*assess your team's call techniques*

## CTI Integration

Call Recorder Enterprise can be integrated with Xarios' own desktop CTI application - Phone Manager\*. Users of Phone Manager are able to play back their own calls via the call history screen, either through their PC speakers or through the telephone handset. Phone Manager can also be used to tag recordings with specific customer / call information. Order numbers, customer numbers, fault numbers etc. can all be attached to the recording, allowing for enhanced search and playback. When used in conjunction with the Phone Manager .NET or ActiveX controls, search and playback functionality can be embedded directly into a third-party application such as a CRM package.

*\* Specific licences of Phone Manager are required.*

## Tagging Calls

Call Recorder Enterprise expands upon the call-flagging feature by letting you assign up to 5 custom tags to each recording. The tagging fields can be used to update the call record with customer specific data. Information such as reference numbers, customer numbers and order numbers can all be added to more precisely identify a recording and synchronise it with other business systems. Ideal for organisations that deal with a large volume of calls, tags enable faster and more refined searches.

TAG NAMES	
Account code:	Account Code
Tag 1:	Campaign
Tag 2:	Call Type
Tag 3:	Client Name
Tag 4:	Post Code
Tag 5:	Name

*configuring custom tag labels*

## Streaming

In low-bandwidth situations or when using the Internet, it is possible to configure streaming of recordings. This enables playback to begin without waiting for the entire audio file to be transferred over the network.

## In-Progress Call Status View / Monitoring

Call Recorder Enterprise has an enhanced recordings view which shows the status of calls that are currently in progress on the system. With the correct privileges, it is possible to silently monitor these in-progress calls to listen in on a conversation.

## version comparison

Feature	Express	Professional	Enterprise
Search and playback	✓	✓	✓
Status view	✓	✓	✓
E-mail recordings	-	✓	✓
Multiple user profiles	-	✓	✓
Archiving	-	✓	✓
Authentication	-	✓	✓
Exclusion / inclusion lists	-	✓	✓
Timeline	-	✓	✓
Tagging	-	-	✓
Agent Scoring	-	-	✓
Streaming	-	-	✓
CTI Integration	-	-	✓
Scalability / additional recorders	-	-	✓
In progress call status view / monitoring	-	-	✓



#### **Client PC Requirements**

Internet Explorer 5.5 SP2 or higher with JavaScript enabled, Windows Media Player 10 or higher, sound card and speakers / headphones. The PC must also have IP connectivity to the Call Recorder server.

#### **Inter-Tel System Requirements**

System OAI Events and Third-Party Call Control, TCP/IP OAI connection via CPC, CPS, CT Gateway or switch transceiver.

#### **Call Recorder Requirements**

The supplied server needs to be installed on a TCP/IP network. Pre-formatted DVD-RAM disks are required for archiving (where applicable).

Some features require specific Axcess/5000 series versions; please check compatibility list.  
Future product releases and applications are subject to availability and cost.  
Specifications are subject to change without notice.  
Some features may require additional hardware and/or software.  
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