



CallRex Call Recording

VOIP CALL RECORDING & MONITORING SOFTWARE



PRODUCT SHEET

Call recording and monitoring technology does not have to be a costly, complicated endeavor. Nor does it have to be used exclusively within the contact center. The voice of the customer can be a powerful tool across company silos. From the contact center to research and development or other back office applications, the CallRex software suite puts call recording and monitoring technology within reach for companies of all sizes.

CallRex Call Recording Software enables companies to:

- **Resolve customer disputes** using recorded conversations.
- **Achieve regulatory compliance** by documenting calls while securing and maintaining records based upon varying business needs.
- **Ensure high quality customer interactions** with live monitoring and quality monitoring programs.
- **Leverage the voice of the customer** within the organization by sending customer feedback directly to other departments.
- **Secure sensitive customer information** by allowing employees to pause recordings in order to avoid recording sensitive information. Call files may be secured with encryption using controlled key access.
- **Accelerate employee training** with 'real-life' calls and live monitoring capabilities in order to provide real-time feedback to agents.
- **Enhance workplace productivity** by observing business processes, including calling scripts, in action.

Easy to Use.

Using the Web-based interface, authorized users can view the real-time status of every IP phone in the system, as well as record, monitor, retrieve, and playback calls. Export non-encrypted calls from CallRex and attach the recordings to CRM, e-mail, or other business applications for a complete view of the customer experience. Recordings are played back through standard PC speakers and desktop media players.

Administrators can choose from multiple recording options: full-time, triggered, or on-demand recording. Calls can be automatically recorded by triggers: user name, extension, caller ID, number and name, percent of inbound/outbound calls, area code, prefix, suffix, and wildcards. Look-back call recording enables on-demand users to capture the entire call regardless of when the recording is initiated.

Detailed information is collected for recorded calls and can be quickly retrieved from the CallRex user interface. Search and retrieve calls using multiple criteria including: time and date, user name, user's department, user's location, call duration, inbound caller ID name and number, DNIS*, flagged name or value, and outbound number dialed.

Easy to Administer.

A scalable, software-only solution, CallRex Call Recording runs on Windows Servers and passively collects relevant call data from the network. Administrators can manage CallRex from any location, reducing overhead costs and simplifying system management.

Flexible access rights allow administrators to assign permissions for monitoring, recording, and playback on a per-user basis. Organize users by department and location, and create recording profiles that meet each group's individual business needs, including customized call retention settings and scheduled call recording profiles.

Secure.

CallRex includes an increased encryption option and change auditing features for companies with PCI-enablement or other security requirements. Recording files may be secured using controlled key access, and communications may be secured between the CallRex client and the CallRex server.

User passwords are stored in an encrypted database, ensuring the integrity of access to sensitive recordings and profiles. Digital watermarking validates file integrity and identifies tampering for audit-trail security.

Technology

DEPLOYMENT

Data switches are configured to send the CallRex server a copy of every VoIP packet going to and from the IP PBX. For multi-site deployments, CallRex is installed on Windows servers distributed across multiple office locations and the remote servers are interconnected via the WAN.

ARCHITECTURE

CallRex employs a distributed-services software architecture that is ideal for single and multiple-site deployments. Fault tolerant and highly reliable, the solution is scalable to thousands of users and can be managed from any location via the Web-based CallRex client interface. Flexible storage options allow administrators to store calls on local servers, network storage or storage area network (SAN) locations.

Specifications

CALLREX CLIENT

The CallRex client can be run using any Microsoft Silverlight-compatible browser running on a supported operating system. The Silverlight plug-in must be installed to run the CallRex client.

Supported browsers include:

- Microsoft® Internet Explorer 6, 7, or 8
- FireFox 2 or 3
- Apple® Safari 3 or 4
- Google Chrome

CALLREX SERVER

Supported Operating Systems

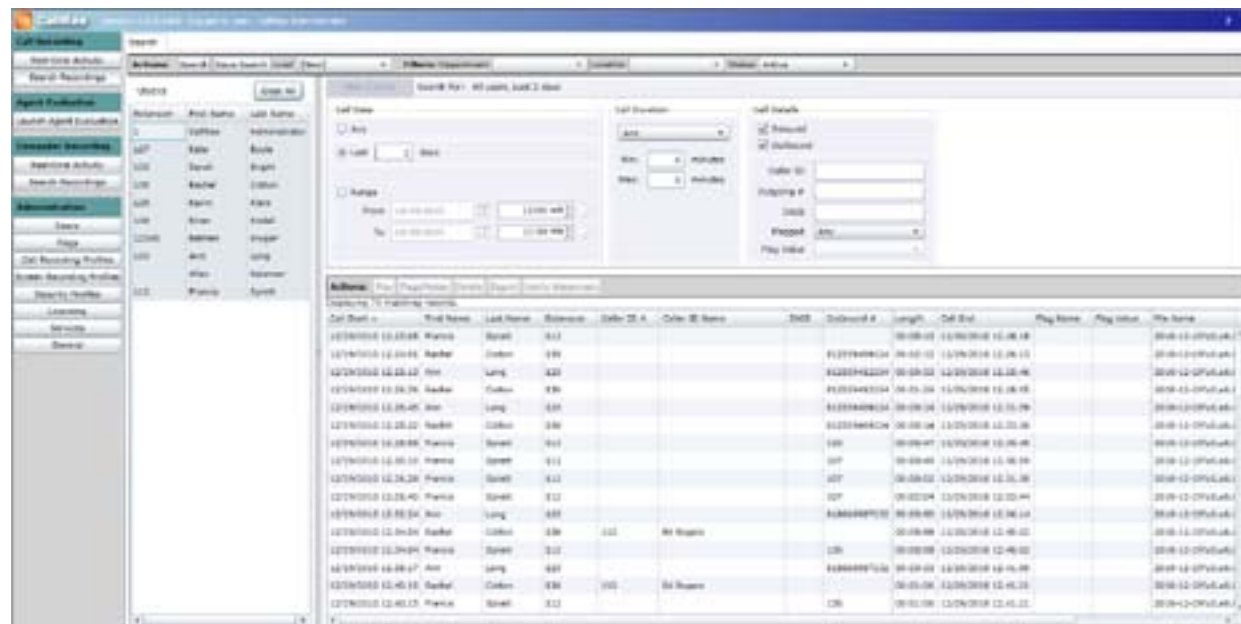
- Windows Server 2003, Windows Server 2003 R2
- Windows Server 2008 x86, Windows Server 2008 x64*, Windows Server 2008 x64 R2*
- Windows 7*, Windows XP Professional*

Storage Requirements

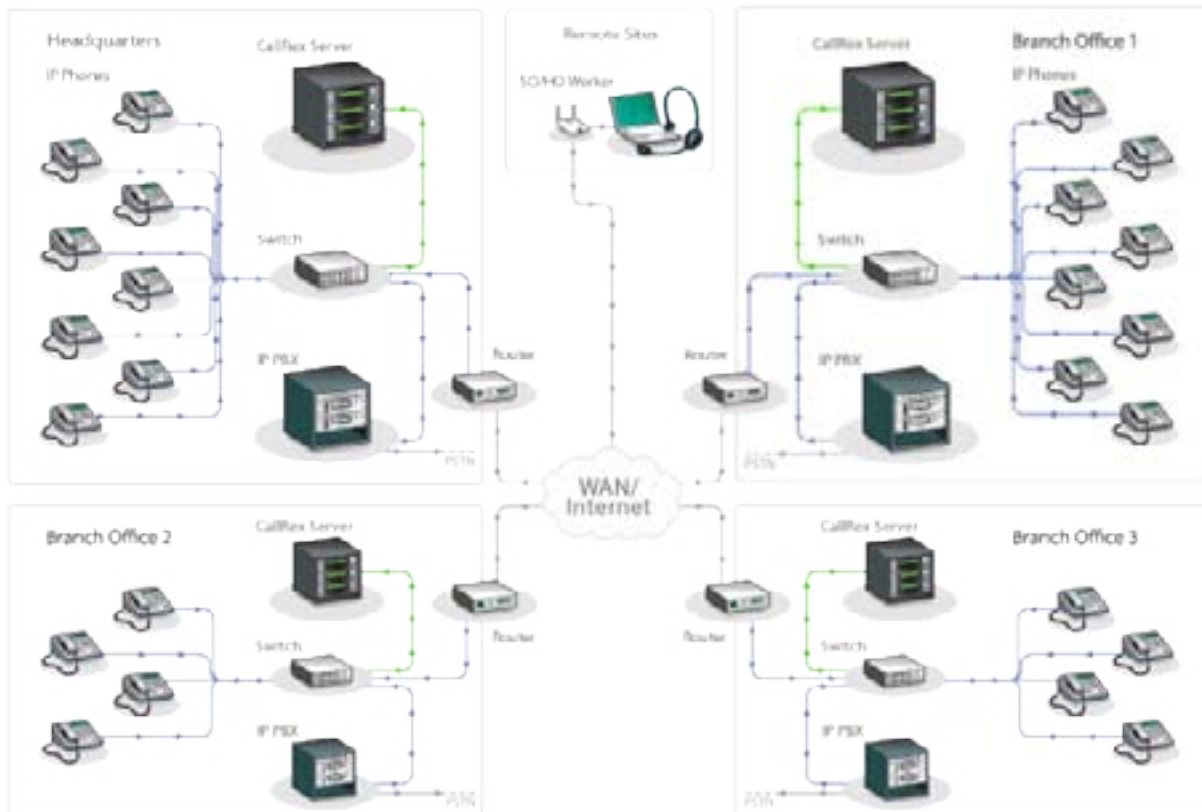
- 97.5KB per minute of recording
- 170 hours per GB

SUPPORTED STANDARDS & PROTOCOLS INCLUDE

- SIP, SDP, SCCP, MGCP, RTP
- SRTP*, TLS* for VoIP encryption
- TAPI, TSAPI, MiTAI, OAI
- G.711, G.722, G.722.1 (Siren 7), G.729a, G.729 (simple)
- DHCP*



* Applies to selected IP telephony systems, contact Enghouse Interactive for additional information.



About the CallRex Software Suite

The CallRex software suite includes IP call recording and call center optimization software designed specifically for small- and medium-sized businesses, such as:

CallRex Quality Management Suite™: Contact center optimization software

CallRex Call Recording™: Call recording and monitoring

CallRex Computer Recording™: Desktop computer recording and monitoring

CallRex Agent Evaluation™: Call scoring and agent coaching for call centers

CallRex Workforce Management™: Forecasting, scheduling, and adherence monitoring

CallRex API™: Custom integration solution for CallRex Call Recording software

About Enhouse Interactive

Enhouse Interactive is the union of products and expertise from leading solution providers including: Arc Solutions, CosmoCom, Datapulse, Syntellect, Telrex, and Trio. Now a single, global organization, Enhouse Interactive delivers flexible and scalable solutions that will meet a company's communications needs across their organization, including: global communications management, contact center solutions, attendant consoles, IVR or self-service solutions and call recording and quality management tools.



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