

The icall suite **record** module delivers fully integrated call recording with extensive functionality, suitable for any size of business with unlimited sites.

Contained and managed from a single work station or server, storing, finding, playing back and archiving calls is just a click away.

The **record** module of icall suite provides industry-leading features to all types of organisations such as legal firms, insurance companies, call centres, public agencies, health centres, doctors surgeries and any FSA regulated company that is legally bound to record calls.

We work with all technologies in any combination, from analogue, ISDN to SIP. We can provide simple USB-based client/server solutions, hosted, web-based solutions or full turn-key systems that will record tens of thousands of calls per day across multiple sites.

Why choose icall suite?

Seamless integration to your phone system:

- ISDN30, ISDN2, SIP or analogue call recording
- Encryption
- Trim and extract
- Audit trail of user access and playback
- Extension tagging
- Live dashboard with trunk/ddi info
- Manual Stop/Start and Pause using DTMF*
- Automatic Stop/Start with optional CTI*
- Integrated to your PBX
- Includes 1 year support

Options:

- Call evaluation
- Call tagging / annotation
- Evaluation, feedback, results and audit reports

Why record calls?

Monitor call quality and staff performance to improve company standards and customer care.

Resolve “who said what” disputes by confirming details from a call such as quantities / specifications of an order, protecting both your business and your staff from disputes.

Protect staff from abuse.

Train staff on call handling techniques and customer interactions to improve performance.

Regulatory compliance (for FSA regulated companies):

- PCI DSS support.
- Encrypted (legally admissible in court for litigation).

- ✓ Comprehensive feature-rich solution
- ✓ Easy to use
- ✓ Flexible and scalable
- ✓ Secure
- ✓ Compliant
- ✓ Essential reporting included
- ✓ Multi site recording

*DTMF not available on SIP trunks. Automated stop/start only available when an exact unique CLI match is provided.

Functionality

Easy to use

- Simple dashboard layout to find calls quickly.
- In-built archiving functionality.
- One-click email of recordings from the playback screens.
- Extensive search criteria to find a call.
- Recordings can be exported as .wav files.
- A call is recorded from the time it arrives at the system, including when the caller is put on hold, transferred or in a queue, to provide a complete record of verbal transactions and the whole callers' experience.

Flexible recording

- Record all line types including Analogue, ISDN2, ISDN30 and SIP.
- Easily scalable and cost-effective, from just a few users to many hundreds.
- Whether you have ISDN2 and Analogue or ISDN30 and SIP, any combination and number of lines can be catered for in one seamless solution.

Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage is encrypted.
- Automated archiving.

Multi-site recording

Record an unlimited number of sites centrally with web access to any recording.

Audit trail of call access

Monitor who played back which calls and when, using the audit trail.

Essential reporting included

With or without the [report](#) module you can report on call activity:

- DDI and trunk utilisation
- Most frequently dialled number
- Daily call analysis

Additional options include:

- Call evaluation
- Call tagging
- Annotation and call outcomes
- Full reporting on these options

Compliant

All recordings are securely held in an encrypted format, in compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built in DTMF* support or by integration with your CRM or the icall suite [connect](#) module.

Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.

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