

SmartRecord



SmartRecord is the answer to the increasing need for businesses to maintain a voice recording strategy for liability, dispute resolution, training and quality monitoring. A feature-rich and cost-effective voice recorder, SmartRecord is stable, reliable and easy to use, with a familiar browser type interface, and is suitable for single or multi-site installation.



Overview

The ability to refer to a voice record of a conversation or transaction is vital in proving what was said, when it was said and by whom. SmartRecord is capable of recording in TDM, VoIP and hybrid telephony environments for maximum flexibility.

SmartRecord systems are infinitely scalable. Capable of recording from 4 to 512 channels in a single recorder. SmartRecord has the flexibility to connect additional recorders and provide a multi-site solution capable of recording 1000s of channels.

Executive Highlights

Dispute Resolution

SmartRecord offers accurate, impartial and provable incident analysis and real-time management support as calls are recorded and kept for as long as required, ensuring regulatory compliance.

Security and Protection

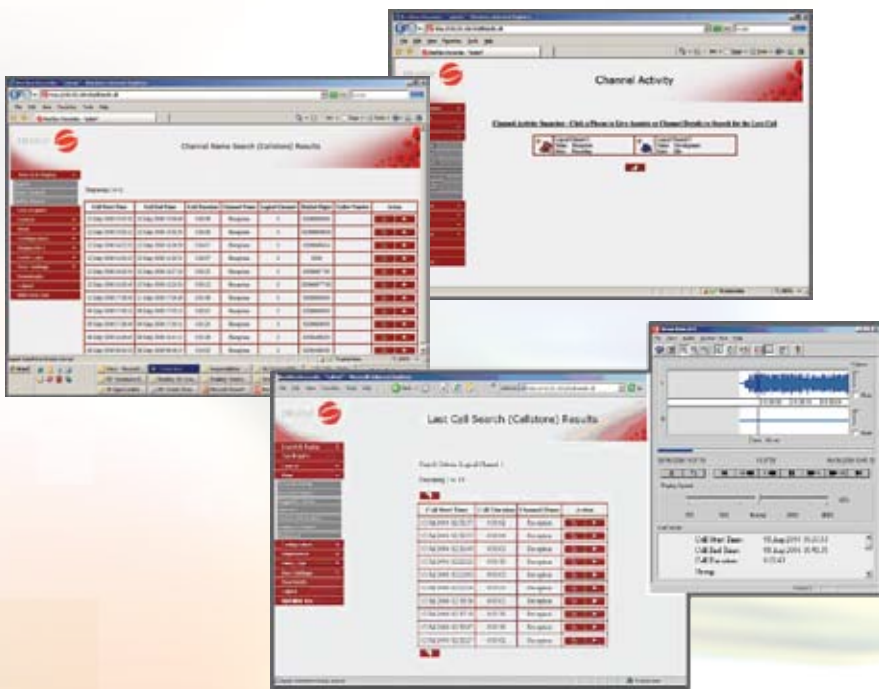
SmartRecord will protect companies and individuals from abuse, fraud and misrepresentation. Calls will be recorded and can be replayed to provide evidence to support or counter claims as required.

Training

Recorded calls can be used for training new and existing staff. Call review can show how to manage customer expectations, deal with enquiries or handle problematic issues.



Features	Benefits
No third party software requirements	Easy to deploy
Secure call store	Calls can be stored as long as needed
200 Channels of VoIP per recorder	Suitable for today's new telephony systems
4-512 recording channels per recorder	Scalable
480 channels of E1 ISDN	Suitable for large organisations
192 channels of digital or analogue connectivity	Suitable for hybrid voice systems
Designed, built and supported in the UK	Global presence, local support
Enabled for use with existing NAS and SAN storage systems	Works with your existing equipment
Archiving of calls on to removable media via NXA tape	Easily archived
Roving licence	Portable solution
SNTP as a licensed upgrade	Where super accurate timing is vital
APIs for easy to implement applications	Can be integrated into your own applications



Application Benefits

- Evidence-based issue resolution
- Accurate, impartial and provable incident analysis
- Real-time management support
- Regulatory compliance
- LiveAcquire feature allows supervisor involvement as required thus improving customer service

Minimum System Requirements

SmartRecorders are supplied as a turnkey solution. No further equipment is provided by the customer. A range of turnkey solutions is available to meet each customer's exact requirements.