

# Voice Recorders Ltd

## CallRex Professional

### Avaya Call Recording & Monitoring

**APPROVED**

The demand for call recording has increased dramatically in recent years as businesses work to improve customer service and agent productivity, address security concerns, and comply with new legal requirements.

Telrex and Avaya have partnered to provide a powerful TAPI integration between CallRex and Avaya IP Office and Communication Manager.

**CallRex Professional allows small and medium businesses to:**

- **Improve customer service**
- **Enhance employee productivity**
- **Meet legal and contractual obligations**
- **Resolve disputes**
- **Increase security**



**CallRex Professional Partners with Avaya to Support**

- **IP Office 403**
- **IP Office 406**
- **IP Office 412**
- **Communication Manager**

Call recording and monitoring, capabilities that were once available only to businesses with big budgets, are now going mainstream.

CallRex Professional is an advanced, packet-based, VoIP call recording and monitoring solution designed specifically for small and medium-sized companies using Avaya IP Office 403, 406, 412 or Communication Manager that need a full-featured solution at an affordable prices.

CallRex Professional uses both TAPI and innovative on-the-wire packet sniffing to record VoIP phone calls occurring on the Avaya IP Office. CallRex also supports the Communication Manager.

CallRex Professional is software-based and can be installed on standard computer equipment; no proprietary server, expensive telephony cards, or complex installation is required.

### Key Benefits

**Affordability**—CallRex Professional is designed for the SMB market and is significantly less expensive than analog-based or digital-based call recording solutions.

**Real-time Recording and Monitoring**—Calls can be recorded and monitored in real-time, for both local calls and calls originating at remote locations.



**Multi-Media Recording**—In addition to recording IP phone calls on the Avaya IP Office 403, 406, 412 or Communication Manager, the CallRex Multi-Media add-on monitors computer activity in real time, including websites visited, e-mails sent and received, instant messaging and chat sessions, applications used, and screenshots, giving management a complete and integrated view of all telephone and electronic workplace interactions.

**No Interference**—CallRex Professional is unobtrusive. CallRex simply sniffs packets; it will not interfere with the Avaya IP Office 403, 406, 412 or Communication Manager or other mission-critical systems.

**Ease of Installation**—CallRex Professional is software-based, requiring no trunk taps or expensive third-party telephony cards.

**Call Log**—View detailed information about recorded calls by day, week, month, or by custom date range.

**Look-Back Call Recording**—Begin recording at any time during the call and you'll still capture the entire call.

**Call Flagging**—Detailed information about every recorded phone call can be saved, including call description, notes, flagged name, and flagged value. Flagging calls allows managers to easily find only the calls they need.

**Searching**—Specific recordings can be found easily and quickly by using multiple search criteria, including time and date, user name, inbound number, caller ID name, phone number, flagged name or value, and recording group.

**Multi-Level Security**—Flexible security rights allow administrators to assign monitoring, recording, and playback rights on a per-user basis.

**Multi-Site Recording**—CallRex Professional Data Collector technology is specifically designed for recording remote sites - even at-home workers - all from one user interface.

**Recording Triggers**—Calls can be automatically recorded by triggers: user name, caller ID number and name, percent of inbound/outbound calls, area code, prefix, suffix and wildcards.

**Multiple Recording Options**—Record 100 percent of calls on the Avaya IP Office 403, 406, 412 or Communication Manager, or record calls on an ad-hoc basis by simply clicking a button on the client or by using automatic triggers.

**Unlimited Recording Sessions**—Record and monitor an unlimited number of telephone calls—you won't outgrow CallRex Professional.

**On-Demand Licenses**—Executives or other professionals, who want the ability to record their calls, can do so on an as-needed basis. Any On-Demand users can record their own calls just as managers may remotely record an On-Demand user's calls, as the call is happening.

## CallRex Professional Architecture

**CallRex Professional Server Software**—contains SQL server which stores all of the data associated with the calls, configuration information, and the packet-sniffer that detects voice packets as they travel across the data network.

**CallRex Professional Client Software**—allows administrators, managers and agents to retrieve and playback calls. The client acts as the user interface for the server.

**CallRex Professional Data Collector Software**—installs at remote sites to compress and send the recorded call back to the main Server in real time.

### Operating Systems

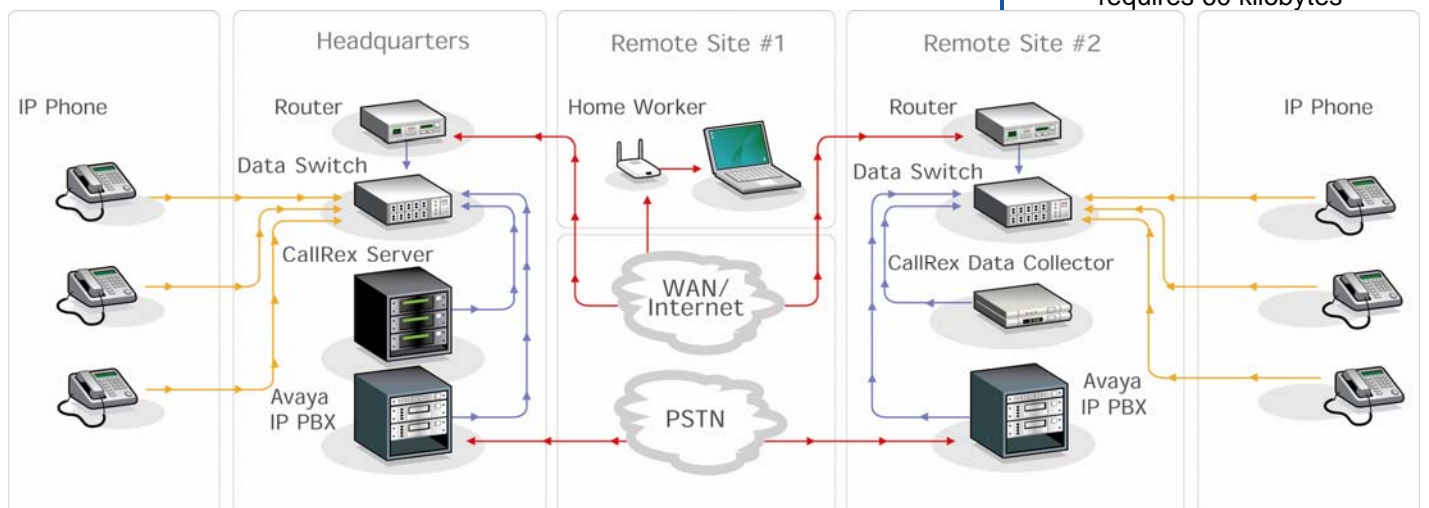
- Windows 2000 Server or Professional
- Windows 2003 Server
- Windows XP Professional

### Licensing

- Per phone basis

### Storage Requirements

- One minute of recording requires 60 kilobytes



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