

# Voice Recorders Ltd

## CallRex Professional



## CISCO 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 Cisco have partnered to provide a powerful integration between CallRex and Cisco CallManager and CallManager Express.

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

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

**CISCO SYSTEMS**



Technology  
Developer  
Partner

### **CallRex Professional Partners with Cisco to Support**

- **CallManager**
- **CallManager Express**

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 CallManager or CallManager Express that need a full-featured solution at an affordable price.

CallRex Professional supports on-the-wire packet sniffing technology to record IP phone calls occurring on CallManager or CallManager Express. CallRex also supports TAPI for CallManager.

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 Cisco CallManager or CallManager Express, 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 Cisco CallManager or CallManager Express 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 Cisco CallManager or CallManager Express, or record calls on an ad-hoc basis by simply clicking a button on the client or 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 user can record their own calls and managers may remotely record an On-Demand user's calls, just by clicking record.

## 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 CallRex Server in real time.

### Operating Systems

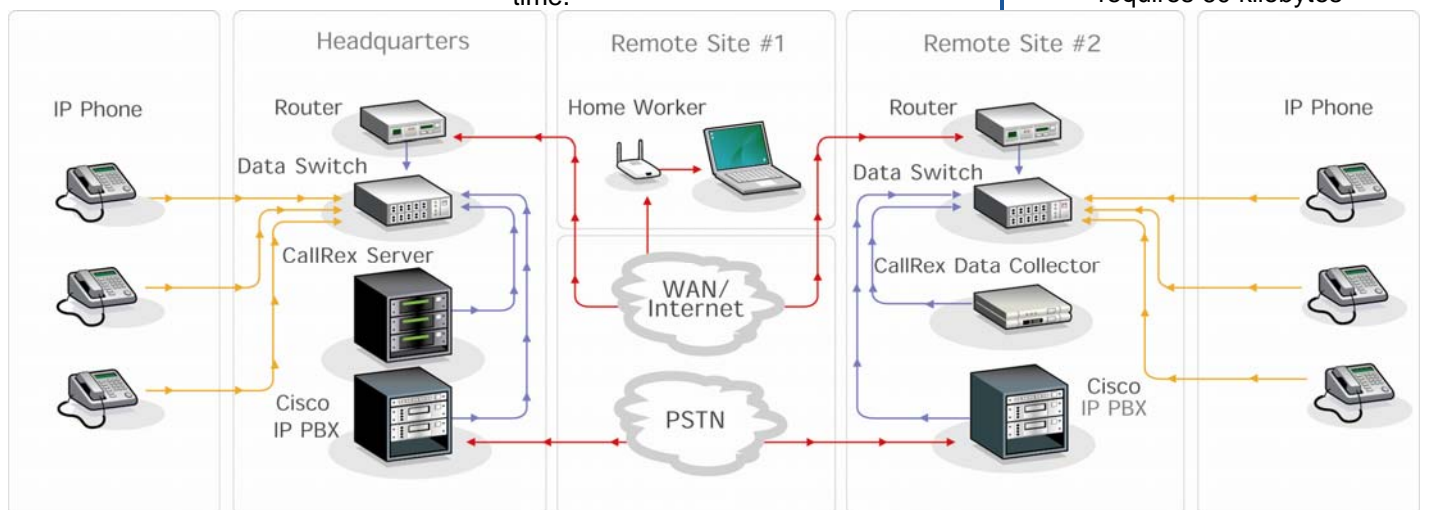
- Windows 2000 Server or Professional
- Windows 2003 Server
- Windows XP Professional

### Licensing

- Per phone basis

### Storage Requirements

- One minute of recording requires 60 kilobytes



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