

# Voice Recorders Ltd

## Call Rex Professional



### NEC 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 NEC have partnered to provide a powerful integration between CallRex and the NEC NEAX 2000 and NEAX 2400.

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

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

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

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.

### CallRex Professional Partners with NEC to Support

- **NEAX 2000**
- **NEAX 2400**

CallRex Professional is an advanced, packet-based, VoIP call recording and monitoring solution designed specifically for small and medium-sized companies using the NEC NEAX 2000 or NEAX 2400 that need a full-featured solution at an affordable price.

CallRex Professional uses innovative on-the-wire packet sniffing technology to record VoIP phone calls occurring on the NEAX 2000 or NEAX 2400.



