

Voice Recorders Ltd

CallRex Professional

Nortel 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 Nortel have partnered to provide a powerful integration between CallRex and Nortel BCM or CS1000.

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 Nortel to Support

- **BCM**
- **CS1000**



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 the Nortel BCM or CS1000 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 Nortel BCM or CS1000.

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.

