

Introduction

V-RECORD is hybrid call recording solution designed to deal with the world's ever changing communication's environment. From Analogue & Digital handsets through to VoIP extensions & SIP Trunks, the V-RECORD solution can cater for everything. TDM recording caters for Analogue and Digital handsets using a simple USB hardware device, which is connected directly to your PRI, BRI or even analogue trunks. VoIP recording is even simpler and is purely a soft solution that requires no additional hardware.

Features

Although simple to use, V-RECORD offers a host of features which are constantly being improved. In addition, new functionality is released on a regular basis to cater for common requests. We have also supplied bespoke features to clients who require specific functionality such as integration into their in-house CRM package.

Call Recording

- ◆ TDM Recording (USB Device Required)
- ◆ VoIP Recording
- ◆ SIP Trunk Recording
- ◆ Records Calls Automatically

Browser Based Interface

- ◆ Dashboard (Call History)
- ◆ Comprehensive Search & Playback
- ◆ Save Search Criteria
- ◆ Categorize Calls
- ◆ Attach Call Notes
- ◆ PCI Compliance (Pause & Resume Client)
- ◆ Scheduled Archiving & Restore Feature
- ◆ Permission based Access
- ◆ And more...

Record Calls 24/7

With V-RECORD you will never miss a call. The solution will record 24/7 and automatically store all of your calls without you needing to lift a finger. Then, if you ever need to review a recent call or gather evidence from a conversation, simply log into the software from any PC, locate the appropriate call and play is back via your browser.

PCI Compliance

It's a well-known fact that storing credit card details is now forbidden in most countries. This is an important consideration when choosing a call recording solution as V-RECORD handles this by offering a simple pause & resume client app.

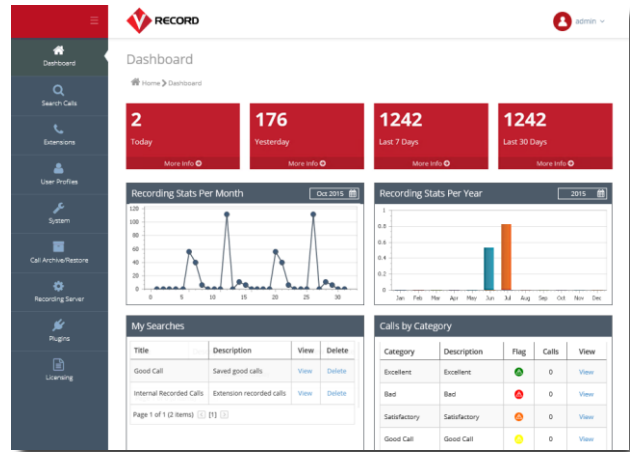
The app is installable directly from the browser interface into the agent's system tray. When a call arrives, the agent will receive a toast style popup window which enables them to pause & resume recording. However, V-RECORD also includes a neat feature that will automatically resume after a set interval which can be specified by the system administrator.



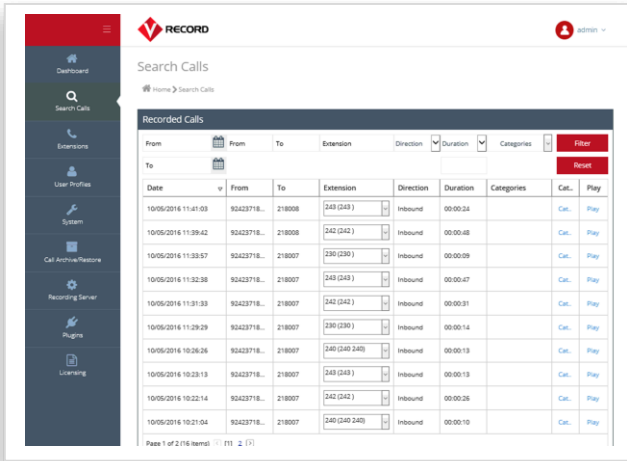
Real-Time Dashboard

The real-time dashboard is the first thing the user sees when they log in. It displays the number of recorded calls for the most useful time periods as well as some activity and bar charts by date and time.

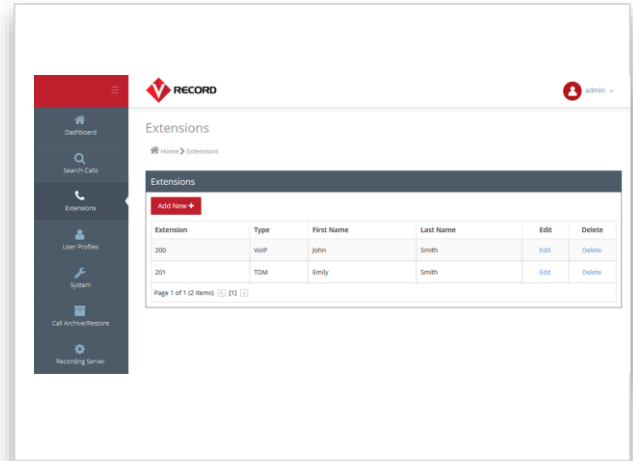
From the dashboard you can also access the search criteria that you have previously created and saved, as well analyse and directly retrieve calls that have been assigned a category flag while being reviewed.



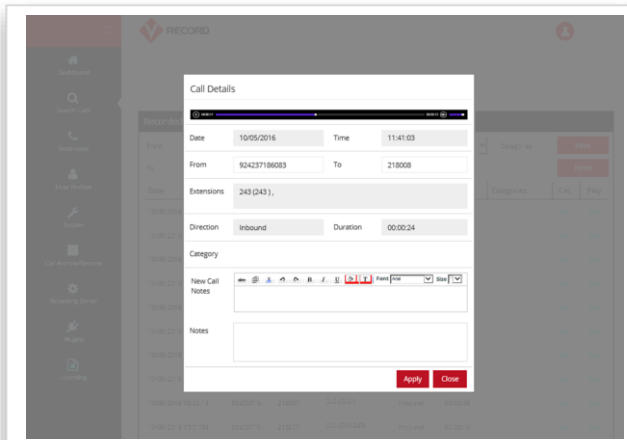
Product Screenshots



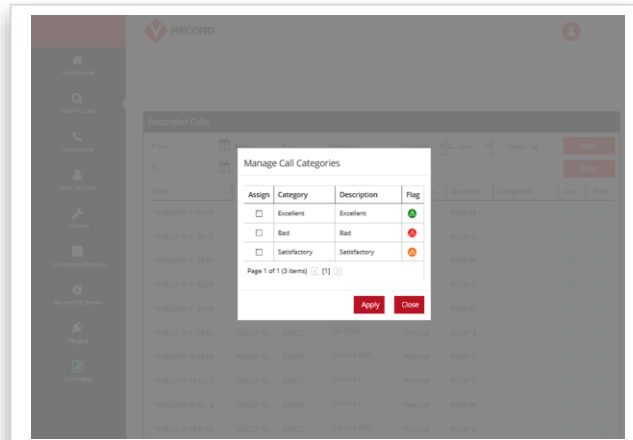
Search Calls using Comprehensive filtering options



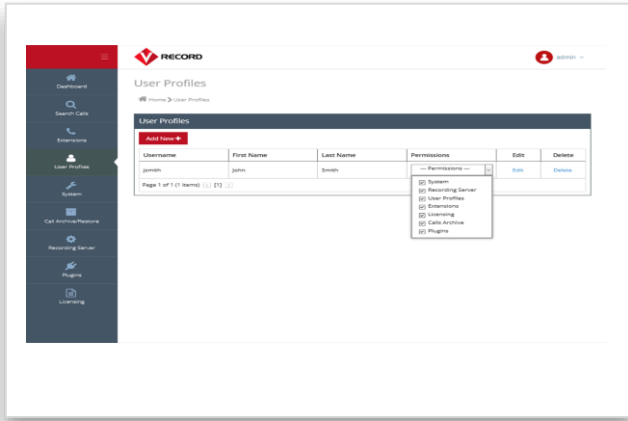
Add system extensions and associated to individual users



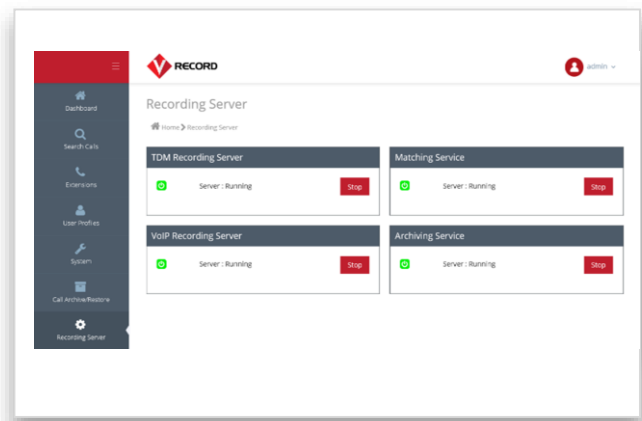
Add call notes directly when listening to a recorded call.



Assign calls a category flag which can be used to identify the call later



Create users & Assign Permissions



Start and stop recording servers (Permissions Required)

Additional Information

- ◆ OmniPCX Office Compatible (CSTA Licenses Required)
- ◆ OmniPCX Enterprise Compatible (CSTA Licenses Required)
- ◆ Record up to 60 (2xPRI) channels
- ◆ Record up to 120 concurrent VoIP Calls
- ◆ Trunk side recording for analogue & digital extensions requires our proprietary USB hardware. However, if you exceed 30 PRI channels, a PCIe card will be supplied in place of the USB device.
- ◆ Works on Windows 8 64 Bit. Other platforms are compatible, contact us if required.
- ◆ Supported Browsers (Internet Explorer, Firefox and Google Chrome).
- ◆ For more information on the V-RECORD system requirements, please refer to our Hardware & Software specification guide.

Upcoming Features

- ◆ Screen Capture
Record the agents screen as well as the call
- ◆ Call Scoring
Monitor your agent's performance
- ◆ Silent Monitoring/Intrude
Listen in on a live call
- ◆ Multi-Lingual Support.
GUI Support for additional languages
- ◆ Comprehensive Recording Filters
Specify which calls are not to be recorded
- ◆ Record on Demand
Record From the start or middle of a call
- ◆ Reporting
Historical reporting
- ◆ More to Come
We're constantly improving V-RECORD and upgrades are free providing you have a support contract



RECORD



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