Call Recording Solutions
Product Overview

Premise-based **Call Recording and Call Reporting**

Cloud-based **Call Recording Service**

Benefits of Call Recording

- Address Legal Mandates
- Increase Operational Efficiency
- Liability Protection
- Regulatory Compliance
- Quality Assurance

- Affordable Solution
- Immediate ROI – Return on Investment
- No Capital Expenditure (CAPEX)
- No fixed Costs – pay for what you need

- New-Employee Training
- Improve Customer Service
- Quality Management
- Dispute Resolution
- Corporate Governance
- Risk Management
- Ongoing Coaching & Training
- Customer Satisfaction Monitoring

TCE Company Call Recording and Call Reporting Solutions are Engineered to provide Mission-Critical reliability, scalability and cost-effectiveness.

Our solutions are designed for support business - from a small professional corporation to enterprise-level multi-location organizations

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Premise-based Call Recording and Call Reporting Feature Summary

- **Call Recording**
  - Recording Options
    - 100% of all calls
    - Random calls
    - User-specified criteria
    - On-demand
  - Timestamp
  - Recording Duration
  - Call Direction
  - Remote Party
  - Local Party
  - Selective Recording
  - Standard .WAV format
  - Categorize each call with a Tag
  - Comment on each call with unique text
  - Concurrent Calls: no limit – All calls are recorded

- **Live Call Monitoring**

- **Enhanced Call Reporting and Statistics**
  - **Multi-Criteria Search Capability**
    - **Filters**
      - User
      - Group (Department, Client, etc)
      - Custom Criteria
      - Geographic Location
    - **Search Criteria**
      - Call Duration
      - Local Party
      - Remote Party
      - Start Date
      - End Date
      - Time of Day
      - Area Code
      - Area Code + Prefix
      - Monitored Calls
      - Call Direction
      - Tag Name
      - Tag Text

- **Call Playback**
  - Using standard Media Players (Windows Media, Adobe Media Player, Apple Quick Time)
  - Fast forward and Rewind
  - Standard .WAV format
  - Custom Configurations and Setting

- **Security**
  - Multiple Security Access Levels
  - Granular Security Settings
    - Administrators
    - Supervisors
    - Users
  - Call Encryption - tamper-resistant
  - Audit Trail
  - Connect with secure web access using SSL/HTTPS

- **Regulatory Compliance**: Meets a broad range of compliance requirements including; PCI, DSS, Sarbanes-Oxley, HIPAA, FISMA, ITIL and others.

- **File Management** Functions
  - Automatic Copy, Back-up, Archiving, Move, Delete
  - Global and Custom File Management Programming
  - Archive call recordings using Network Attached Storage (NAS) and Storage Area Networks (SAN)
  - Archive call recordings off-site (cloud-based) storage
  - Exporting

- **Call Exporting** and Email
- **Call Tagging and commenting**
- **Extensive CODEC support:** G.711 ulaw, G.711 alaw, GSM 6.10 iLBC, G.729A, G.723.1, G.722
- **Centralized Management**
  - **LAN and WAN Access**
  - **Web-based GUI** (supported by Internet Explorer, Firefox, Chrome and Safari)
  - **Multi-Site** Call Recording and Management
  - **Remote Access and Remote Administration**

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Cloud-based **Call Recording Feature Summary**

- **Cloud-based – Recording and Storage**

- **Web-based User Interface**
  - Intuitive User Interface
    - Retrieve recordings
    - Playback
    - Evaluate Calls
  - Multi-User Simultaneous Access
  - Access User Interface & Recordings from:
    - Any Device
    - Any Time
    - Any Where
- **Call Recording**
  - Multi-Site Recording and Management
  - Records 100% All Concurrent Calls: no limit
  - Times and Date tamp
  - Recording Duration
  - Call Direction
  - Remote Party
  - Local Party
  - Standard .WAV format

- **Multi-Criteria Search Capability**
  - Local Party
  - Remote Party
  - Start Date
  - End Date
  - Time of Day

- **Call Playback**
  - Using standard Media Players (Windows Media, Adobe Media Player, Apple Quick Time)
  - Playback Controls: Fast forward , Pause and Rewind
  - Standard .WAV format

- **Protected Playback**
  - Retain recording files – indefinitely
  - Secure and Redundant Storage
  - Storage Accessibility – 99.999%

- **Security**
  - Connect with secure web access using SSL/HTTPS

- **Regulatory Compliance**: May meet a broad range of compliance requirements including; PCI, DSS, Sarbanes-Oxley, HIPAA, FISMA, ITIL and others.

- **File Management Functions**
  - Automatic Back-up, Archiving and Delete
  - Archive call recordings off-site (cloud-based) storage

- **Extensive CODEC support:** G.711 ulaw, G.711 alaw, GSM 6.10 iLBC, G.729A, G.723.1, G.722

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PBX Hardware Compatibility List

- Aastra
- Alcatel-Lucent
- Adtran
- Allworx
- Aspect
- Asterisk
- Avaya
- Broadsoft

- Cisco
- Digium
- Fonality
- FortiVoice
- FreeSwitch
- GenBand
- Grandstream
- Metaswitch

- Mitel
- NEC
- Nortel
- Panasonic
- Shoretel
- Siemens
- SIPFoundry
- Sutus

- Tadrian Telecom
- Talkswitch
- Trixbox
- Toshiba
- Verizon
- Zultys
- 3COM
- 3CX

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