

QuickRECORD

Delivered on the Alcatel-Lucent Extended Communication Server (ECS), Linux Appliance.

Introduction

There are many highly sophisticated and high priced voice recording systems in the market today. They play an important role in Call Centres and it is not our intention to compete in this high end market space. If you now come down into the mass market, you may be challenged to find a Voice Recorder that everyone can afford. This is the market space we occupy and we do it by using new VoIP technology and we do it by focussing only on Alcatel-Lucent. So, QuickRECORD is a VoIP voice recorder with the following benefits:

- Up to 250 extensions
- MP3 WAV GSM and WMA formats
- No additional hardware required
- No CSTA licences required
- Delivered on an ECS box
- Record-On-Demand with XML handset
- Dashboard for template reports
- Email recording to a third party
- 60 day trial license - unlimited users

Web-based Interface

QuickRECORD is managed via a web-based interface that can be used by an administrator or by the users to configure and maintain system options, as well as to search and playback the recorded calls. The dashboard, featured below, allows you to predefine the searches that you would perform on a regular basis, rather than having to set up the same thing each time you use the system.

A list of application features are opposite:



- Manage Groups
- Manage Users
- Manage Recording rules
- Access to Dashboard
- Search Recorded Calls
- Playback Recorded Calls
- Retrieve extensions from OmniPCX Office
- Configure default settings

QuickRECORD

Three main modules

QuickRECORD consists of three core components.

1. System & User Recording Rules

The rules dictate what action should be taken when a call arrives. Should all calls be recorded, except those of the Managing Director? Or should we ignore all calls unless it goes into our 4-seat call centre?

2. Record-On-Demand

Record-On-Demand provides the ability to record a call "on the fly". This is achieved by presenting recording options to the user on their XML handset (4038 and 4068). This unique feature also provides the ability to record the entire call or to start recording from this point onwards.

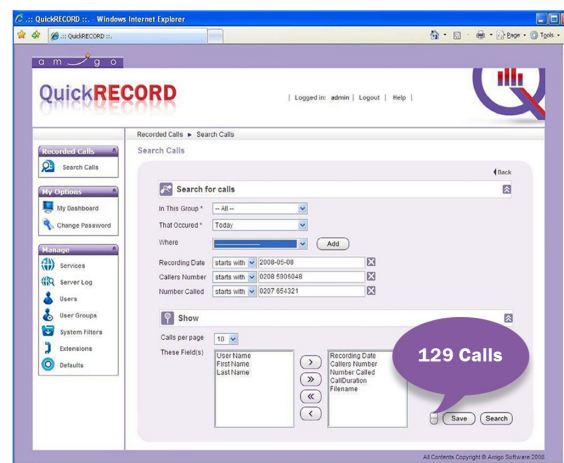


3. Searching and Playback

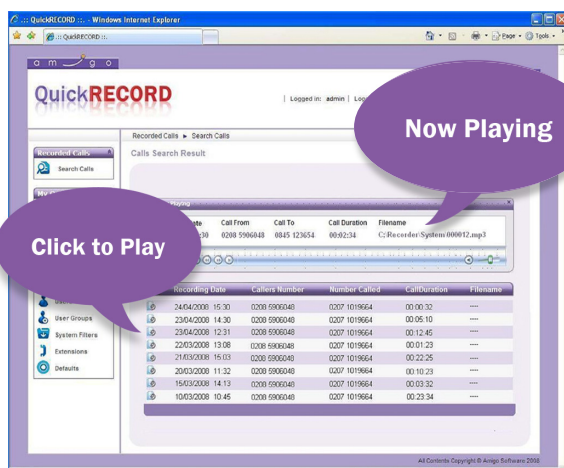
The search and playback functionality allows users to generate search templates that will return results that have been pre-defined.

Search result options are as follows:

- Calls to be displayed per page
- Display Callers number
- Display number called
- Display recording date
- Display Call duration
- Display User information



Once the relevant calls have been found, the calls can be accessed using the standard audio - Play, Rewind, Fast Forward and Pause functionality.



To ensure that your ECS hard drive does not get too full, too quickly, you can use our archiving server to archive the calls on a scheduled basis to an external hard drive. Once archived, the calls can still be seen in the database but not replayed. To replay, you simply click "restore".

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What is the ECS box?

The Alcatel-Lucent ECS box is the perfect Linux appliance to supply our Voice Recording application. It means we know how every application is shipped and we have a known set of hardware components to support. In addition, Alcatel-Lucent has made the ECS box a self funding proposition for the reseller and end user.

Although the applications use CSTA, the box is already CSTA compliant, which means no more CSTA licenses to buy and the box can be bought as "basic" without the 20 virtual desktop licenses

What's coming in the next three months?

- Silent Intrude
- Integration with CRM packages
- User Defined Wrap Up Codes
- Call Flags to grade the quality of the call
- Call Notes, to be added during the call
- New Recording format, MP4

Feature Set

The feature list is summarised below

- **Browser-based administration/user portal**
- **Comprehensive call search and playback**
 - Refine filters
 - Add call Notes
 - Apply flags for auxiliary searching
 - Call restore from archive
 - Playback calls - Play, Stop, Rewind, Fast Forward
- **System filters (Record or Ignore calls system-wide)**
- **User Filters (personal recording filters)**
- **User Management (Define extensions to be recorder)**
 - Create system users
 - Manage user groups
 - Manage Group Administrators
- **Recording quality options (CD, Radio or telephone)**
- **Recording formats (WAV, MP3, GSM.WAV)**
- **Automated Call Archiving**
- **Record-On-Demand (XML Phone required)**
 - Record entire call
 - Record from this point on
 - Email calls

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