

Recall ISDN

For the recording of ISDN trunks - Basic and Primary rate interface



Once the recording has been made it is then extremely important to able to locate it quickly and easily, that it is of high quality and may be encrypted, and that the recording is protected against unauthorized access.

RECALL ISDN is a powerful state of the art solution for the permanent and secure recording of all calls made over ISDN lines.

On-demand or Selective recording according to a series of programmable filters are available, and intuitive web based management software is incorporated to facilitate the handling of the audio files from any location.

An integrated system of alarms enables the avoidance of problems created by power cuts, faulty phone lines, hard disk saturation, etc.



RECALL ISDN is a feature rich, high performance device which provides the customer with a reliable, scalable and markedly usable call recording solution.

Search criteria

- ✓ Date and time
- ✓ PBX extension*
- ✓ Origin of the call
- ✓ Call destination
- ✓ Call type
- ✓ Assigned category
- ✓ Duration

*According to PBX

Recording criteria:

Recall ISDN incorporates different criteria for the programming of selective recording, and also allows start-stop manual recording controlled by the input of multi-frequency codes.

Storage:

All call data is stored together with the call recording audio file in an SQL database.

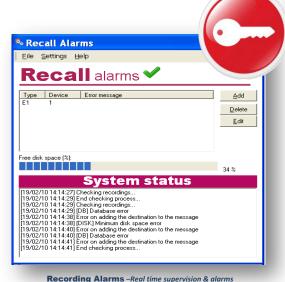
The audio is compressed and stored in standard .wav files or encrypted.

Categorization of recordings:

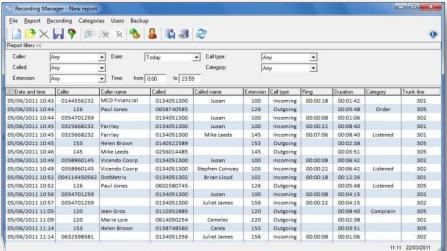
The audio files may be organized according to any previously defined category.

This category can be a name related to the content (sale, complaint, associated campaign etc).

The category is also used as a means to filter the recorded calls.







Recording Manager - Monitoring & listening

Security and Access Levels:

Access levels are based on different possible search criteria, and permissions for data manipulation.

Encryption of audio files, and a built-in facility for the creation and recuperation of database backup files.

Alarms (notification by e-mail / SMS):

- ➡ Inactivity alarm: Programmable calendar based on date and a minimum period without activity.
- ⇒ Hard disk alarm: indicates that memory is full.
- Database alarm: indicates the service is down.

TECHNICAL REQUIREMENTS	
Hardware	Pentium 4 or equivalent (2GHz), RAM 2Gb DDR2
	Hard drive 500Gb SATA, RAID 1 Mirrored - 2 x 250Gb (optional)
	DVD drive, DDS-X (optional), LAN Interface GbE or USB port
PBX	For extension ID only, SMDR output (V24 or TCP/IP) or CTI Protocol (TAPI, TSAPI or CSTA)
Software	Windows operating system, SQL database – Capacity to index up to 15 million recordings