



Recall SIP is part of the Recall range, a family of professional telephone recording devices for all types of environment.

Recall SIP

For the recording of SIP trunks or SIP extensions

- Emergencies
- Technical support
- Security alerts
- Financial services
- Credit control
- Call Center & Telemarketing
- Training and Supervision
- Public services
- Order processing
- Reservations
- Quality control

Date and time	Caller	Caller name	Called	Called name	Extension	Call type	Ring	Duration	Category	Trunk line
05/06/2011 10:43	0144556232	MCD Financial	0134051300	Jusan	100	Incoming	00:00:18	00:01:42		301
05/06/2011 10:44	126	Paul Jones	0598740585	126	Outgoing		00:05:48		Order	302
05/06/2011 10:44	03254701259	Fairlay	0134051300	Jusan	100	Incoming	00:00:08	00:01:06		302
05/06/2011 10:45	0325668232	Fairlay	0134051300	Jusan	100	Incoming	00:00:22	00:08:40		301
05/06/2011 10:45	0315668232	Fairlay	0134051300	Mike Leeds	145	Incoming	00:07:06	00:08:40	Listened	301
05/06/2011 10:45	153	Helen Brown	0140521589	153	Outgoing		00:02:38			305
05/06/2011 10:46	145	Mike Leeds	0256014485	145	Outgoing		00:03:51			305
05/06/2011 10:49	0358960145	Vicendo Coop	0134051300	Jusan	100	Incoming	00:00:08	00:06:42		302
05/06/2011 10:49	0358960145	Vicendo Coop	0134051300	Stephen Conway	103	Incoming	00:00:22	00:06:42	Listened	302
05/06/2011 10:52	0041445562	DobMatrix	0134051300	Brian Lloyd	102	Incoming	00:00:18	00:12:26		301
05/06/2011 10:52	126	Paul Jones	0602580745	126	Outgoing		00:05:48		Listened	305
05/06/2011 10:56	0354701259		0134051300	Jusan	100	Incoming	00:00:08	00:04:15		302
05/06/2011 10:57	0354701259		0134051300	Juliet James	156	Incoming	00:00:22	00:04:15		302
05/06/2011 11:05	120	Sean Grass	0110352885	120	Outgoing		00:08:40		Complain	305
05/06/2011 11:09	230	Marie Lole	0614050254	Cemelec	230	Outgoing	00:02:38			301
05/06/2011 11:14	153	Helen Brown	0158748560	Calea	153	Outgoing	00:03:51			305
05/06/2011 11:14	063258581		0134051356	Juliet James	156	Incoming	00:00:08	00:01:06		302

Recording Manager –Monitoring & listening

The ability to record interactions with customers by telephone is becoming essential in more and more organizations, not only in order to comply with current legislation and codes of conduct, but also to optimize the management of transaction data.

Once the recording has been made it is then extremely important 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 SIP is a powerful state of the art solution for the recording and storage of telephone calls made over **SIP trunks** or SIP extensions.

All call data is stored in an SQL database and call recording audio files are compressed and stored in standard or encrypted .wav files.

Intuitive web based management software is incorporated to facilitate the handling of the audio files from any location and an integrated system of alarms enables the avoidance of problems created by power cuts, faulty phone lines, hard disk saturation, etc.

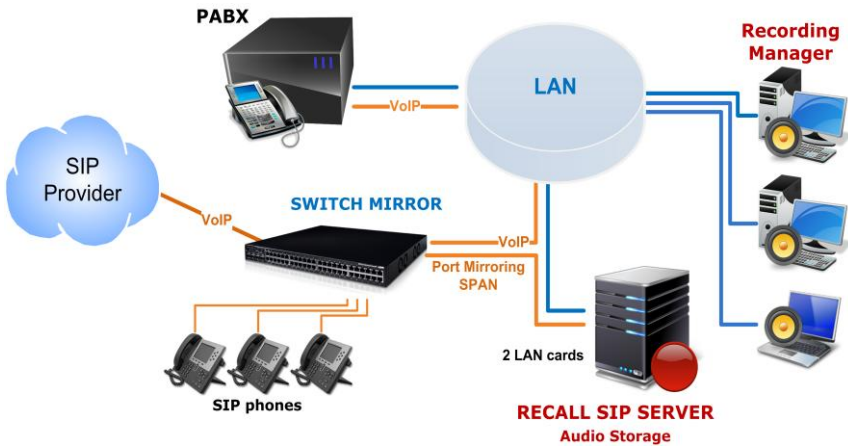
RECALL SIP is part of the Recall range, a family of feature rich, high performance professional telephone recording devices for all types of environment which provides the customer with a reliable and scalable call recording solution.

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.



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 (**AES256**).

Codecs:

RECALL SIP supports G.711 & G.729.

Other media formats may be decoded upon request – please consult.

Storage Capacity:

Codec	Bitrate (kbits/sec.)	Hours /Gigabyte
PCM (Stereo)	128	18
PCM (Mono)	64	36
MP3 (Stereo)	8	280
TrueSpeech (Mono)	9	250

Mixed installations:

RECALL SIP can be easily combine with other Recall models in the case of mixed installations made of SIP, ISDN (BRI/PRI) or analogue trunks.

VoIP Tapping:

A recommended option is to use the span (mirror) port of the switch leading to PBX.

The span port must be configured to monitor the port where the PBX is connected. All voice traffic (RTP) leaving and entering the telephone network is recorded.

Extension Identification:

Optionally, **RECALL SIP** is able to identify the extension associated with each specific call by decoding of the PBX SMDR output.

SMDR output via V24 or TCP/IP.

Search criteria

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

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 utility for creating and restoring database backup files.
- Payment Card Industry Compliance* (PCI)

(*depends on PBX)

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 - 2x250Gb (optional) DVD drive, DDS-X (optional), LAN Interface GbE 2 LAN Ports, Switch with Mirroring Port
PBX	Optional SMDR or CTI Protocol (TAPI, TSAPI or CSTA)
Software	Windows operating system (XP, Windows 7 or Windows Server 2008 recommended) SQL database – Capacity to index up to 15 million recordings

Creating added value for the PBX sector