

TelRec[®]

TelRec[®] DIGITAL TELEPHONE RECORDING MANAGEMENT SYSTEM

Recording function

- Faithfully record conversations of every office telephone. The conversation data is complete and clear;
- Safe and flexible recording way: office telephone/monitoring personnel, speech/voltage control and service system developer control etc;
- Total Recording record all calls, all the time for operations that require continuous recording for compliance and risk-management purposes;
- Selective Recording maximize storage space by recording only necessary calls. Use sophisticated rules to specify recording needs: agent ID, extension, dialed number, incoming caller ID, DNIS/DDI, call direction, and switch information;
- Record-on-Demand with a single press of a button on the workstation, initiate recording while a call is in progress;

Monitoring function

- Monitoring the office telephone conversation through telephone/network flow listening.
- Support remote access. Monitor-listen the office telephone conversation through mobile phone or fixed-line telephone access to the system outside the local areas.

Query function

- Profound and flexible foreground query conditions. Conduct single or combined query with certain conditions. Support fuzzy query.
- Apply advanced database optimization and fault-tolerant system, and network flow control technology and data compression way. Quick position and search of bulky data.
- Support C/S and B/S construction.

Playback function

- Provide kinds of flexible playback ways: telephone playback, network flow playback, local playback and remote playback.
- Support multi-administers' playback operation of recording data information.

Speech extraction and conversion

- Provide speech files extraction and conversion functions. Extract one or one batch of specified speech files to local computer and automatically convert to wav format and save in the downloading process, which can be directly played via a sound blaster.



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Data storage function

- Hard disk or disk array works as primary storage. When hard disk is full, Tape/DVD-RAM/Removable Disk becomes secondary storage.
- Support single Tape/Multiple Tape (single DVD-RAM/multiple DVD-RAM) backup. Set automatic backup or manual backup loading way.
- The backup recovery can accurately position to each file.
- Support RAID 0,1,5.

Alarm function

- Automatically alarm when system is abnormal or fails, executing error or unauthorized operation, disk space is full or reaching some operation or threshold value preinstalled by administrator like overtime conversation of office telephone.
- Multiple alarm ways, alarm telephone, control desk, multimedia speaker and detailed alarm log recording.

System monitoring management function

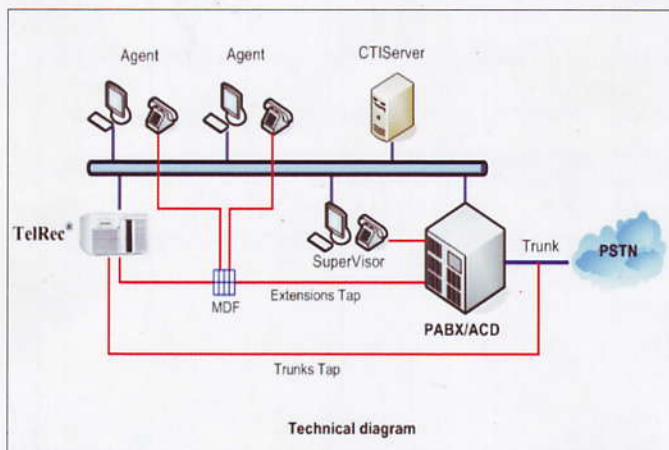
- Provide graphical operation management platform;
- Provide overall system detecting tool to monitor the system resource and current working status, such as disk space, memory resource, channel mode, network connection and system running log etc;
- Centralized or distributed management of distributed call center data;
- The system monitoring function can run in other connecting machines;
- Provide multiple authorization management; prevent illegal operation;

Statistics, analysis and report form functions

- Develop and analyze data for manager's correct decision-making.
- Administrators can account and analyze conversation status in a period to know the customer service representatives' working status in detail.

Authorization management function

Perfect system authorization management to specify the logging account name, password, type, forbid, function authorization, management range and actual recording setting etc.



TelRec[®] Supported ACD、CTI-Middleware、Audio Interface

ACD: Avaya, Alcatel, Ericsson, NEC, Nortel Networks, Philips, Rockwell, Cisco, Siemens, Mitel, Panasonic, Huawei, Harris, the other main form PABX/ACD

CTI Middleware: Avaya CentreVu CT, Avaya Interaction Center, Cisco ICM, Genesys, Intel (Dialogic) CT Connect, Aspect Contact Server, Apropose, Etc.

Audio Interface: Records directly from Analog extensions, Analog Trunk, E1/T1 Trunk, Digital extensions, VoIP extensions