

Call Recording Solutions



Start Time	Tel	Dir	Ans On	Talk Time	First Rang	User Ans On	Fin	Call Time	Seg
12/23/2003 9:13:46 AM	3373100	In	21112	00:00:45	20532	Mueller, Eric	21112	00:01:34	N/A
12/23/2003 11:11:07 AM	6302898	Out	21103	00:00:31	21103	Viera, Ken	21103	00:00:52	N/A
12/23/2003 9:20:33 AM	4808889	In	21103	00:01:44	21103	Viera, Ken	21103	00:02:14	N/A
12/23/2003 9:17:22 AM	4720363	Out	21112	00:04:33	21112	Mueller, Eric	21112	00:04:38	N/A
12/23/2003 7:54:02 AM	[No Call]	In	21105	00:52:23	21105	Kehn, Bill	21105	00:52:23	N/A
12/23/2003 11:11:07 AM	6302898	In	21103	00:04:46	20590	Nevins, Steve	20226	00:14:52	N/A
12/23/2003 11:11:07 AM	6302898	In	21103	00:00:05	21103	Viera, Ken	21103	00:00:12	N/A
12/23/2003 8:00:00 AM	20226	In	20226	00:00:39	20226	Nevins, Steve	20226	00:00:39	N/A



*Put vital information at your
fingertips with Inter-Tel's call
recording solutions
- delivering power and
flexibility in recording and call
centre evaluation.*



Inter-Tel's Call Recording Solutions

Advanced call recording, retrieval and evaluation tools

Today's business environment needs to operate at peak efficiency whilst improving customer relationships and more companies are recognising the benefits of recording calls as part of the solution. With this in mind Inter-Tel has introduced an advanced suite of call recording, monitoring, evaluation and reporting tools designed to be user-intuitive. These flexible, easy-to-install and easy-to-use recording solutions require minimal training and give you the ability to instantly retrieve recordings weeks, months or even years after the recordings have been made.



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Fast search facility - Single-click playback enables you to find the required recording quickly and easily.

Improved customer service

Customers are important to all of us, but it is important to remember they are not just the people who buy our products and services. As a supplier there is a commitment to the customer to guarantee that products live up to expectations and this includes customer service. By implementing a call recording solution customer service levels can be managed, monitored and improved.

Ease of use

The key to any successful recording solution is ease of use. The interface for finding calls must be both straightforward and powerful because there is no point in recording thousands of calls if you can't locate them. Inter-Tel call recording solutions allow you to easily search for calls by date, time, duration, extension, agent, caller ID, dialled number and even allow scheduled recording based on the same search criteria.



Call Recording Benefits

Call recording provides an accurate record of what was said, by whom and when. It avoids the need for repetition or speaking slowly, creates voice files to attach to client records and provides a perfect aid to training, dispute resolution and compliance requirements. Recording calls gives the small to medium enterprise the same benefits and advantages that hitherto have been enjoyed by those with heavy IT budgets.

Scalable and Flexible Solutions

Not only are Inter-Tel's call recording solutions designed to minimise your technology expenditure and increase product serviceability, but are also compatible with most telephone systems. Features & options include:*

- PC screen recording
- Agent evolution suite
- Playback to telephone
- Browser based search & playback
- Large online storage capacities (up to 90,000 hours)
- Centralised recording of calls via ISDN, analogue and digital keysets, VoIP

* Some functionality is dependent on your installed telephone system.



In the Call Centre Environment

Inter-Tel's call recording solutions can help analyse the performance of individual agents, groups or even an entire call centre, enabling you to spot trends and respond proactively or to compare agents, groups, supervisors and evaluators. Call centre managers can measure agent call handling behaviours enabling improved management with the clear, reliable data necessary to refine call-handling processes.

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The Inter-Tel Advantage

Traditional call recording is limited in the functionality it offers, typically offering just time, date and call duration search fields. Inter-Tel call recording expands on these opportunities by taking full advantage of its Open Architecture Interface (OAI) delivering superior functionality and cradle to grave reporting.

Extensive Search Facility:

- Extension number
- On hold/transfer details
- Inbound/outbound field
- Agent logon ID
- Number of call segments
- DNIS (Number dialled by customer)
- Dialed-out-number
- Incoming call number

Storing Recorded Calls

Inter-Tel call recording solutions offer a variety of ways to store and manage call recording. Depending on your requirement Inter-Tel can offer:

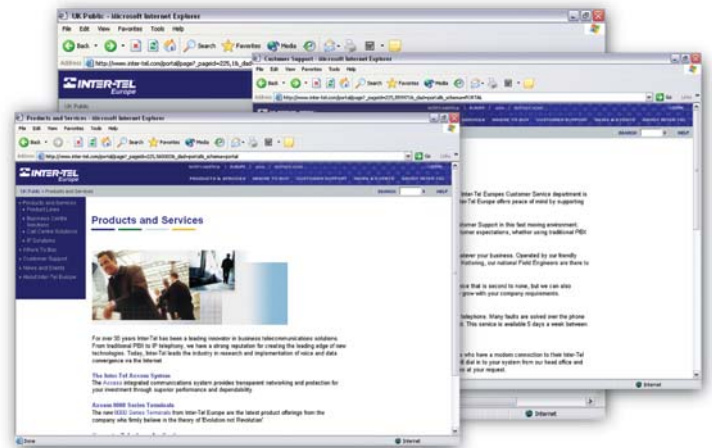
- DVD-Ram storage solution
 - up to 3,000 hours per disk
- Mass online storage solution
 - up to 90,000 hours on a single recorder
- Online storage options:
 - Network Attached Storage (NAS)
 - RAID
- Control archiving of calls

More OAI Integration Benefits:

- Reliable real-time CTI control
- Cutting out music-on-hold recording
- Cutting out auto-attendant recording

Complete Control – Screen Recording

The simplicity of Inter-Tel call recording solutions not only means you have complete control over how, when and where calls are recorded, but also delivers screen recording which allows you to record on-screen activities at the same time a call is being recorded.



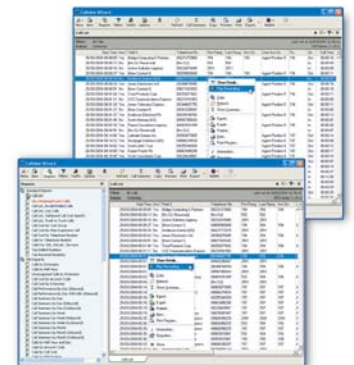
Call and screen recording - for the ultimate solution

CTI Integration

Inter-Tel can now deliver seamless Computer Telephony Integration (CTI) with call recording accessible from a single interface solution. Working closely with Swan Solutions, providers of award-winning software Callview, Inter-Tel brings you the Callview Replay Server. This new addition from Swan Solutions extends the reporting capabilities of Callview with the addition of voice recording functionality.

The Callview Replay Server extends the reporting capabilities of the Wizard range of modules with the addition of call recording functionality.

This comprehensive hardware based recording solution for inbound and outbound calls integrates directly with the Inter-Tel Axxess and provides always on, blanket recording features and benefits - with no extra training required.



Call recording - Callview play recording menu



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