

Recall ISDN

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

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

Model	Channels	Interface
ISDN-1	2	Basic Rate
ISDN-2	4	Basic Rate
ISDN-4	8	Basic Rate
E1	30	Primary

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 be 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.

Recall BRI – Recall E1

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.

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	0658740585		126	Outgoing		00:05:48	Order	305
05/06/2011 10:44	0354701259		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	0325668232	Fairlay	0134051300	Mike Leeds	145	Incoming	00:07:06	00:08:40	Listened	301
05/06/2011 10:45	153	Helen Brown	0140522589		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	004114450562	DotMetrix	0134051302	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	Jean Gros	0110352885		120	Outgoing		00:08:40	Complain	305
05/06/2011 11:09	220	Marie Loie	0614050254	Cemelec	220	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	0632598581		0134051356	Juliet James	156	Incoming	00:00:08	00:01:06		302

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.

Recall Alarms

Type	Device	Error message
E1	1	

Free disk space (%): 34%

System status

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[19/02/10 14:14:27] Checking recordings...
[19/02/10 14:14:29] End checking process...
[19/02/10 14:14:29] Checking recordings...
[19/02/10 14:14:29] [DB] Database error
[19/02/10 14:14:38] Error on adding the destination to the message
[19/02/10 14:14:38] [DISK] Minimum disk space error
[19/02/10 14:14:40] Error on adding the destination to the message
[19/02/10 14:14:40] [DB] Database error
[19/02/10 14:14:41] Error on adding the destination to the message
[19/02/10 14:14:41] End checking process...
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Recording Alarms – Real time supervision & alarms



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
PBX	For extension IP 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

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