# JUSAN

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

Recall IPX

For the recording of **proprietary IP extensions**

Emergencies

Technical support

Security alerts

Financial services

Credit control

Call Center & Telemarketing

Training and Supervision

Public services

Order processing

Reservations

Quality control
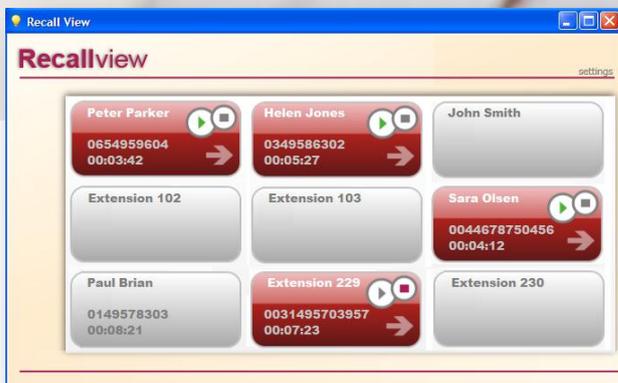
Recallview – *Real time monitoring & listening*

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 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 IPX is a powerful state of the art solution for the recording and storage of telephone calls made via proprietary IP PBX extensions, including real-time call monitoring and listening.

On-demand, Permanent and 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 IPX is a feature rich, high performance device which provides the customer with a reliable, scalable and markedly usable call recording solution.

**RELIABLE RECORDING | CUSTOMIZABLE FILTERS | BROWSER BASED ACCESS**

RECALL IPX

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.

Recording criteria:

Recall IPX incorporates different criteria for the programming of selective recording, and also allows start-stop manual recording controlled by DTMF codes.

General Architecture
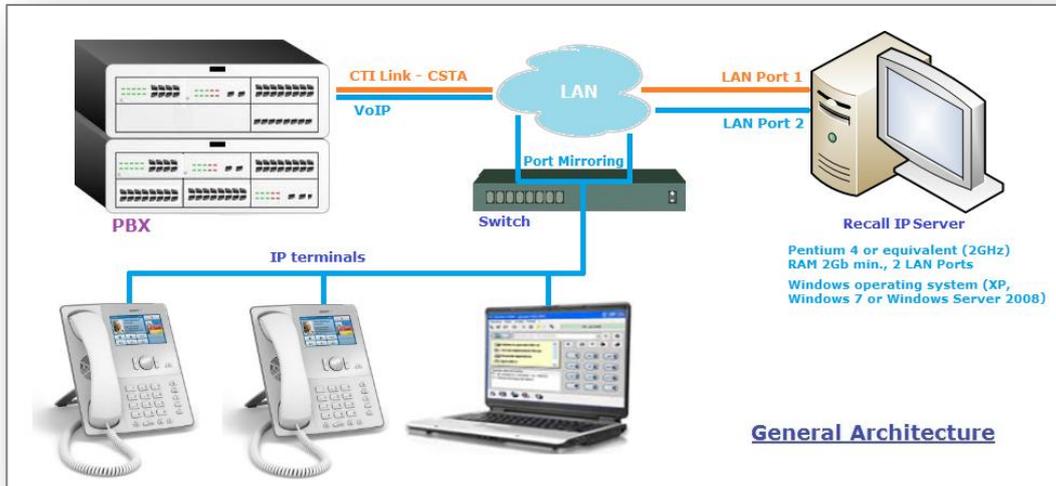
Categorization of recordings:

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.

Real-Time Call Monitoring and Listening:

RECALL IPX enables authorized users to listen to the conversations in real-time, though with a delay of a few seconds. The user only needs to click on the selected conversation using the Recallview software and a few seconds later, the conversation will be played.

Search criteria

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

*According to PBX

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.

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	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