

## MyCalls Recorder

# Protecting your Business....

**Call Management Information Systems and Call Recording provides your business with a fast and quantifiable return on investment, as today's business environment needs to operate efficiently as well as improve customer relationships.**

As a large number of business transactions now take place via the telephone, it may be vital to ensure your critical telephone conversations are recorded. Whether you record your telephone conversations full time for compliance, or record randomly for quality monitoring, the Aspire MyCalls Call Recorder gives small to medium enterprise the same benefits advantages as a large corporation. Protecting your business by proving 'who said what' in a dispute may be critical and could save you time and money. Call Recording is also a good way to train future staff on call handling.

Call management information systems perform essential functions in maximising operational efficiency and improving customer relationships. The value of call recording is increasingly recognised – and My Calls Call Recorder delivers a complete solution that is efficient, flexible and cost effective.

The NEC MyCall Call Recorder enables you to make fully encrypted call recordings of all incoming and out-going telephone calls. With no separate GUI interface necessary the recordings



are simply retrieved using your existing My Calls Call Manager interface.

MyCalls Call Recorder software is low cost, versatile and adaptable to the needs of any size of business. The SME is able to benefit from the same sophisticated technology that was formerly reserved for the larger corporation.

The Aspire My Calls Call Recorder is easy to install and easy to use.

| Date/Time        | From Device               | To Device                | Number       | Location         | Costing Class   | Ring Time |
|------------------|---------------------------|--------------------------|--------------|------------------|-----------------|-----------|
| 15/05/2007 16:08 | 222 (Jack Fain)           | 36 (36)                  | 070035438584 | 4D Telecom...    | Special Numbers | 00:00:00  |
| 15/05/2007 16:08 | 302 (Childrens Books)     | 231 (Stanley Rollo)      | 01624756600  | Isle of Man      | Incoming        | 00:00:06  |
| 15/05/2007 16:07 | 300 (Fictional Books)     | 207 (Robyn Castleberr... | 070690237318 | MyNet Ltd        | Incoming        | 00:00:07  |
| 15/05/2007 16:07 | 206 (Douglas Torgerso...) | 57 (57)                  | 01808251121  | Tomatin          | Incoming        | 00:00:05  |
| 15/05/2007 16:07 | 229 (Ramona Quiroz)       | 49 (49)                  | 070922652164 | Ballindalloch    | National        | 00:00:00  |
| 15/05/2007 16:07 | 215 (Howard Carlyle)      | 56 (56)                  | 01694645867  | Yacmail.Com...   | Incoming        | 00:00:01  |
| 15/05/2007 16:07 | 214 (Krista Culbertson)   | 54 (54)                  | 070810267657 | Church Strett... | National        | 00:00:00  |
| 15/05/2007 16:07 | 300 (Fictional Books)     | 228 (Timothy Kiser)      | 070285820775 | Telstra Perso... | National        | 00:00:00  |
| 15/05/2007 16:07 | 302 (Childrens Books)     | 236 (Dora Fenner)        | 07850013371  | Mobile Phone...  | Mobile Numbers  | 00:00:00  |
| 15/05/2007 16:07 |                           |                          |              | COLT             | Incoming        | 00:00:04  |
| 15/05/2007 16:07 |                           |                          |              | Mobile phone...  | Incoming        | 00:00:03  |

## Features and Benefits

- Encourages effective staff training that callers receive highest levels of service.
- Facilitates audit trails
- Ensures compliance with specific industry regulation.
- Helps resolve customer and staff disputes.
- Calls are encrypted. They cannot be tampered with and so can be accepted as evidence in court.
- Calls can be archived
- Calls are compressed at a ratio of 1GB for 100 hours of recording
- Specific extensions, DDI's, ACD Groups, Users, Callers or Call Types can be excluded from being recorded if need be.
- Recorded files can be exported as WAV or WMA
- Calls from clients are steamed
- Calls can be saved to a folder location
- All calls are backed up to DVD
- Calls recorded in stereo to allow the person listening to the call to determine who said what.

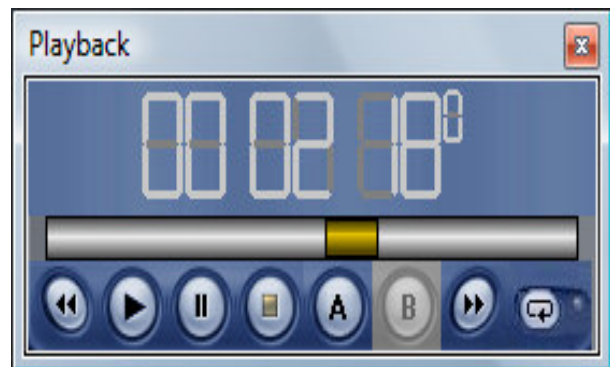
Among the reasons that influence the growing trend for recording critical telephone conversations are:

- Compliance: Stricter regulatory disciplines

make it a legal requirement for calls to be recorded.

- Security: An agreement may have less legal force than a contract but litigation may result from a dispute view of what was said. Call recording offers valuable protection.
- Training: If staff are handling certain types of calls in an inappropriate or ineffective way, this can be identified easily and remedial action taken easily.
- Discipline: If excessive personal use is made of company telephone or explicit corporate guidelines flouted evidence that will support formal disciplinary action is easily accessible.

No one is better able to deliver an ideal solution meets the demands of today's business environment than the NEC Infrontia.



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