

MyCalls Call 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 XN120 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 XN120 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	Isla of Man	Incoming	00:00:06
15/05/2007 16:07	300 (Fictional Books)	207 (Robyn Castleberr...	079680237318	MyNet Ltd	Incoming	00:00:07
15/05/2007 16:07	208 (Douglas Torgerso...	01808251121		Tomalin	Incoming	00:00:05
15/05/2007 16:07	57 (57)	01807116287		Ballindalloch	National	00:00:00
15/05/2007 16:07	229 (Ramona Quiroz)	070922652164		Yaemail Com...	Incoming	00:00:01
15/05/2007 16:07	49 (49)	01694645867		Church Street...	National	00:00:00
15/05/2007 16:07	215 (Howard Carlyle)	56 (56)	070810267657	Telstra Perso...	National	00:00:00
15/05/2007 16:07	214 (Krista Culbertson)	54 (54)	07801516537	Mobile Phone...	Mobile Numbers	00:00:00
15/05/2007 16:07	300 (Fictional Books)	228 (Timothy Kiser)	070285620775	COLT	Incoming	00:00:04
15/05/2007 16:07	302 (Childrens Books)	236 (Dora Fenner)	07850013371	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 or altered and therefore can stand up 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 are streamed from server to the client PC.
- 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 determine who said what
- Easy to Install
- Simple End User operation and so no expensive training are required.

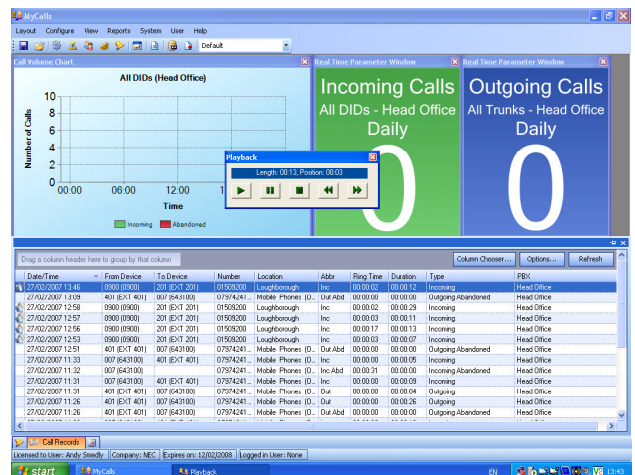
Among the reasons that influence the growing trend for recording critical telephone conversations are:

- 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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