

irecord is a fully featured stand-alone or integrated call recording solution, suitable for all sizes of business with an unlimited number of sites.

irecord provides industry leading features and functionality enabling you to record, store, find, playback and archive calls. Even our cost-effective entry-level solutions tick all of the latest compliance boxes, including high level encryption.

We work with all technologies in any combination, from analogue, ISDN to SIP. We can provide simple USB-based client/server solutions, hosted, web-based solutions or full turn-key systems that will record tens of thousands of calls per day across multiple sites.

Why choose irecord?

Comprehensive feature-rich solution

- ISDN30 call recording
- Encryption
- Call tagging/notation
- Trim and extract
- Audit trail of user access and playback
- Extension tagging
- Live dashboard with trunk/ddi info.
- Start/Stop and Pause using DTMF*
- Automatic Stop/Start with optional CTI
- Integrated to your PBX (stand-alone optional)
- Includes 1 year support

Options:

- Call evaluation
- Evaluation, feedback, results and audit reports

*DTMF not available on SIP trunks.

Why record calls?

Monitor call quality and staff performance to improve company standards and customer care

Resolve “who said what” disputes by confirming details from a call such as quantities / specifications of an order, protecting both your business and your staff from disputes.

Protect staff from abuse

Train staff on call handling techniques and customer interactions to improve performance

Regulatory compliance (for FSA regulated companies)

- PCI DSS support
- Encrypted (legally admissible in court for litigation)



irecord
call recording & quality monitoring

- ✓ Comprehensive feature-rich solution
- ✓ Easy to use
- ✓ Flexible and scalable
- ✓ Secure
- ✓ Compliant
- ✓ Essential reporting included
- ✓ Multi site recording

Functionality

Easy to use

- Simple dashboard layout to find calls quickly
- In-built archiving functionality
- One-click email of recordings from the playback screens
- Extensive search criteria to find a call
- Recordings can be exported as WAV files
- A call is recorded all the way through its route even if a caller is put on hold, transferred or in a queue

Flexible recording

- irecord can record all line types including Analogue, ISDN2, ISDN30 and SIP.
- Whether you have ISDN2 and Analogue or ISDN30 and SIP any combination and number of lines can be catered for in one seamless solution.

Secure

Secure role-based access ensures only the right person can playback the right calls.

- Storage and playback is encrypted.
- Automated archiving.
- Can report on expected hard disk usage, to manage archiving requirements.

Multi-site recording

irecord will record an unlimited number of sites centrally with web access to any recording.

Audit trail of call access

Monitor who played back which calls and when, using the irecord audit trail.

Essential reporting included

With or without ireport, irecord will report on your call activity:

- ddi and trunk utilisation
- Most frequently dialled number
- Daily call analysis

Options:

- Call evaluation
- Call tagging
- Annotation and call outcomes
- Full reporting on these options

Compliant

irecord ensures all of the recordings are securely held in an encrypted format which gives compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start of irecord is achievable using the built in DTMF* support or by integration with CRM or the iconnect module.

Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.

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