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Call Recording

Ensure Call Quality And Compliance For Superior Customer Service

Maintaining a competitive edge in today's challenging business environment requires a high level of service to your customers. This includes efficient and professional telephone conversations—along with secure communications—within all customer interactions. And, call recording plays an important role.

Whether you run a call center or sales desk and are concerned with customer relations, or have a financial, medical, emergency or other services company that must comply with legal regulations, a call recording solution will transform and improve the way you do business.

By recording* and reviewing telephone calls, you will be able to monitor the quality of staff-customer conversations, evaluate your staff's performance on calls, verify transactions made during a call and demonstrate call compliance with regulatory guidelines. These functions will make your employees more productive, ensure superior customer service, manage legal risk and, ultimately, help your business operation thrive and grow.

- **Monitor Call Quality**—Review recorded calls to ensure that clients are receiving efficient and professional service.
- **Evaluate Performance**—Assess staff performance and identify ways to improve telephone and customer service skills.
- **Verify Transactions**—Find calls quickly and easily and email an extract of a call to confirm transactions or verbal agreements.
- **Demonstrate Compliance**—Manage legal compliance and risk by monitoring, encrypting and storing critical telephone interactions.

recordX Call Recording and Evaluation

recordX is a powerful, yet easy-to-use call recording solution with innovative features that let users securely record, archive, search, play and share telephone calls. recordX is fully tested and tightly integrated with the latest versions of the Toshiba Strata® CIX and IP*edge*® business communications systems. recordX can also run on a virtual machine in a VMware® environment for integration with a Toshiba system.

How does it work?

Record and Archive
recordX taps the business phone system's trunk lines (analog, T1 or PRI) or uses port mirroring (SIP) to capture and record the audio stream. In addition, SMDR data is collected to match the recordings to call details such as an extension number or Caller ID. recordX can be configured to record all calls, or set to record on-demand by dialing an access code from the phone. Recorded calls are stored on a dedicated recordX server or can be archived to an alternate storage location.

Encrypt/Mask Sensitive Data
Encrypted recordings along with tight security measures help to enable compliance with industry regulatory requirements, including the Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standards (PCI DSS). The recordX solution uses AES 256bit encryption, making call recordings secure and tamperproof, and encrypted recordings can only be played back using the proprietary call player. To help meet PCI security requirements, a pause/resume feature can be invoked to pause the recording during a call so that sensitive credit card information is suppressed and replaced by silence. The replay will show a time stamp of when the pause and resume feature was triggered.

Filter and Search
A variety of filters can be combined to narrow down and search for a particular call recording, including by date, time or call duration, by extension or department, Caller ID or any combination of these and other criteria. For example, a manager may want to listen only to calls with duration less than one minute in length or listen to all calls made from a particular agent's extension. The search results will match only the criteria selected, making it easy to find, listen to, annotate and share the desired call(s).

Play, Review and Share

Users access call recordings through a simple-to-use browser-based interface and can review calls visually within the recordX Advanced Media Player. With intuitive playback features, users can listen and make notes for later reviews, convert recordings to WAV or MP3 files to share directly via email or share recordings via iTunes® or Windows Media® Player. A masking tool can suppress private information prior to sharing, and an Audit tab shows who has listened to or annotated a call recording.
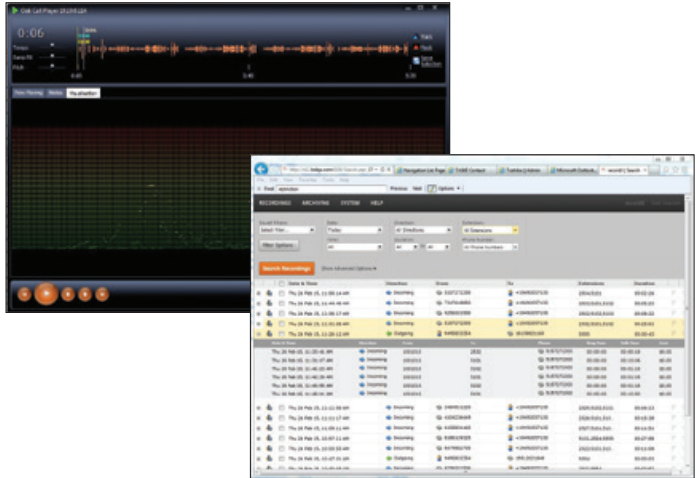
Evaluate

Managers can assess staff performance using the simple Web-based Agent Evaluation tool, creating filters to capture a particular sample of calls such as from a new employee or calls from a specific customer. Calls are scored via a customized questionnaire and then compiled to generate graphical evaluation reports and statistics which help managers track trends and performance and identify areas that require additional staff training or focus. Reports can be emailed as PDF files or saved to a hard drive.

Integrate External Systems

With the recordX SDK (Software Development Kit), systems integrators can tie in external systems such as a database or CRM program for development of customized applications to meet a variety of business needs. Some examples include popping customer details upon receiving a call, automatically adding notes to recordings directly from a third party application, or initiating start/stop commands to control which part of a phone call to record. recordX integrates with popular CRM applications such as Microsoft,® Salesforce,® ACT!® and Lotus Notes.®

To find out more, contact an Authorized Toshiba Dealer at **www.toshiba.telecom.com**.

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recordX FEATURES & SPECIFICATIONS

Store and Backup Calls
Automated Secure Archive

recordX Trunks
Analog (Strata® CIX)
T1/PRI (Strata CIX)
SIP (Strata CIX, IP*edge*®)

recordX Extensions
Analog (Strata CIX)
Digital (Strata CIX)
IP (Strata CIX, IP*edge*)

Integration
D Channel (Caller ID/DID)
SMDR
CTI (future)

Search for Calls
Notes
Date, Time, Duration
Caller ID, DID
Dialed Number
Add & Search Flags
Extension
Department
CRM Customer Fields (option)

Security
Call encryption (AES)
User-defined security policies
Listen to own/department calls only
PCI/DSS, HIPPA compliant

Play Calls
Review multiple calls simultaneously
Review all or part of a call
Speed up, slow down playback
Extract all or part of a call to WAV
Email call extract to client
Place markers in call, add labels
Add searchable notes to call
Mask out section when exporting
View audit trails
View and listen to calls live
Evaluate calls (option)

System Requirements
Toshiba Strata CIX R5.2 or higher
Toshiba IP*edge* 1.6.2 or higher

Recording Server (SIP, T1/PRI)
Quad Core Processor
500GB Hard Drive
.NET Framework updates to 4.0
Two Network Cards (SIP)
Static IP Address
Sound card (if played back on server)
4GB RAM

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