

# CCRecord Pro

## ► Overview

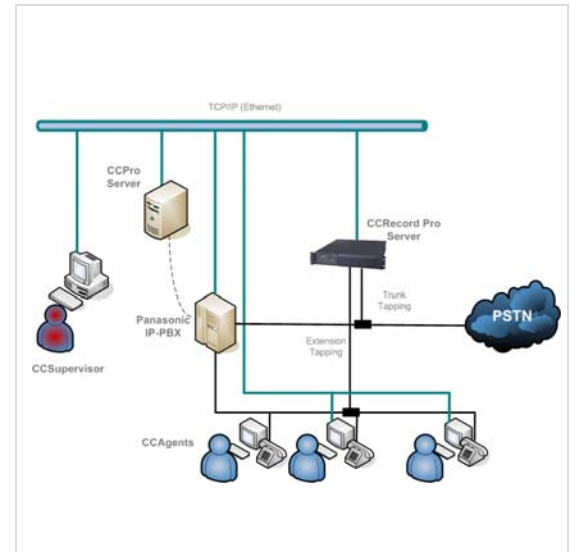
**CCRecord Pro** is a standalone call recording solution that works on digital and analog extension/ trunk side using special tapping hardware providing:

- Non-intrusive voice recording
- Split the trunk voice recording by the extensions the call was transferred to
- Historical voice streams management and playback
- Call signaling and voice archiving

CCRecord Pro works as independent call recording solution or integrates with Pollys CCView and CCPro applications.

## ► Key Features

- Real-time conversation recording
- Easy saving in .wav format and playing in the default player
- Recording targets:
  - Analog/ Digital Extensions/ Trunks
  - Incoming/ Outgoing, ACD/ Non-ACD and Intercom calls
- Stamp recording with Caller ID, ANI and Agent information
- Export Voice Records
- Supervisor right to record specific extensions
- Manual/ Automatic Recording and no time limit for recording
- Variable number of simultaneously recorded calls with the number of installed tapping boards



## Benefits

- Cost effective turnkey solution
- Increase customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control
- Help evaluate and analyze agent-customer interactions
- Perfect aid to Agent training
- Avoid "he said/she said" dispute

## System Specifications



- 2U rack mounted industrial chassis
- CPU Intel Core 2 Duo 2.93GHZ, RAM 2 GB DDR2
- HDD 500 GB, 7200 rpm, DVD-ROM drive
- 1000BaseT Ethernet Card
- 17,000 hours approx. recording storage
- Analog/ digital proprietary/ PRI23 tapping boards
- Microsoft Windows XP Professional Service Pack 3
- Compatible with KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000