

CCRecord Pro



Polty's Inc.
Unified Communications Solutions

HIGHLIGHTED PARTNER
Panasonic Solution Developer Network

GOLD PARTNER
Panasonic Solution Developer Network

► Overview

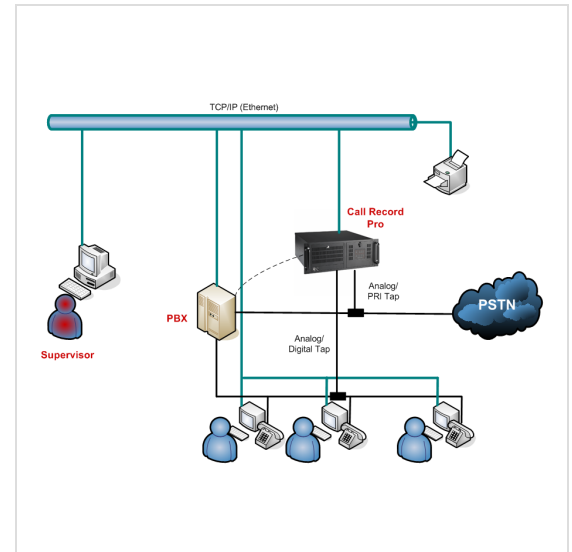
CCRecord Pro is a call recording solution that works on digital and analog extension/ trunk side using special tapping hardware providing:

- 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 CCView and CCPro products.

► Key Features

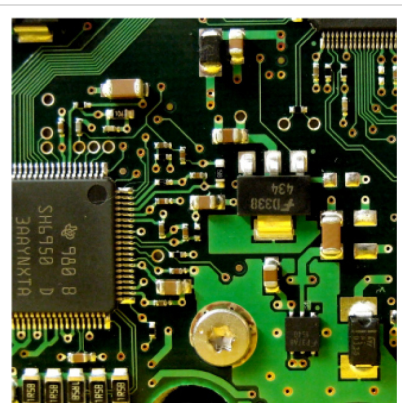
- Real-time conversation recording
- Easy saving in .wav format and playing in the default player
- Recording targets:
 - Analog/ Digital Extensions/ Trunks
 - Incoming/ Outgoing, ACD/ Non-ACD and Intercom calls
- Stamp recording with Caller ID, ANI and Agent information
- Export Voice Records
- Supervisor 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
- Expandable anytime by adding extra tapping boards
- Compatible with Panasonic KX-TDA/TDE/NCP IP-PBX systems



Benefits

- 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
- Minimize technology expenditure

System Specifications



- 4U rack mounted industrial chassis
- P4 2.8 GHz, 512 MB RAM, 1 TB HDD, 100BaseT NIC
- 34,000 hours approx. recording storage
- Analog/ digital proprietary/ PRI23 tapping boards
- Microsoft Windows 7 Professional, 32-bit edition
- KX-TDA 30/50/100/200/600, KX-TDE 100/200/600, KX-NCP 500/1000, KX-NS 1000