

Calabrio Call Recording

Record calls reliably.
Find them effortlessly.

Back-office operations and contact center personnel—anyone who talks to your customers may be recorded to ensure business or industry regulations are adhered to and processes are being followed. Overall, many companies are finding it's just plain smart to capture calls in order to reduce call content disputes and monitor compliance requirements that can put the organization at risk – saving time and money.

Recording all calls protects your business by providing an indisputable record of each transaction. Calabrio Call Recording is an enterprise recording solution that allows you to prove adherence to regulations, clear up transaction disputes, and defend the interest of the business while still upholding excellence in customer service.



When flexibility, reliability and speed are essential.

Calabrio Call Recording makes the task of recording, archiving and retrieving all calls more manageable in IP-based voice networks. Organizations can choose to record all calls for everyone in the enterprise, or for particular groups, departments, or contact center teams.

Applications include:

- > Order fulfillment
- > Claims administration
- > Transaction processing
- > Insurance regulatory compliance
- > Billing/accounting
- > Manufacturing
- > Legal
- > Inside sales
- > Help desks
- > Human resources
- > Retail and commercial banking regulatory compliance

What makes Calabrio Call Recording unique?

- > A modern Web-based interface that's easy to deploy, learn, and use.
- > Powerful features made possible through the tightest integration available with the Cisco Unified Contact Center platform - unique, time-saving features like metadata tagging that enables rapid and precise search and retrieval without custom programming.
- > The only solution that lets you select from three recording architectures – desktop, server and network-based. Choose one or all three in a single environment. Each has its own unique applications and advantages, allowing the flexibility to match your recording solution to your work environment and technical preferences.
- > Serviceability advantages that include a software-only approach, flexible storage options that let you leverage your existing servers (and use fewer of them), and 100% recording verification for peace of mind in mission-critical applications. All that backed by highly responsive support team that receives consistently high marks for customer satisfaction.

Calabrio Call Recording—What could be easier?

- > 100% stereo voice recording for compliance, transaction verification and legal protection
- > Record ACD and non-ACD users
- > Live voice monitoring for ACD and non-ACD users
- > Archive search - locate recorded calls quickly with pinpoint precision
- > Filter recordings by inbound or outbound dialed numbers
- > Extensible API for on-demand recording and adding custom metadata
- > Configurable reports
- > Flexible export capabilities support archiving and export to a third party (WAV and WMA)
- > 100% Web-based – access from anywhere
- > Flexible, reliable architecture (choose any or all from desktop, server and network-based recording)
- > Secure, encrypted storage and playback
- > PCI (Payment Card Industry) compliant
- > Timely alerting to serviceability issues
- > Flexible (non-proprietary) storage options via NAS/SAN

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And, if your organization is interested in a quality management program, all the features of Calabrio Call Recording are included with Calabrio Quality Management.

A Calabrio One™ application.

Calabrio One is flexible, providing product bundles and add-ons that make it easy for customers to purchase the applications that are right for them today, and integrate new applications and features as their business needs evolve. Calabrio One redefines workforce optimization, as the first and only suite offered in a Web 2.0 framework. It's role-based desktop toolsets are easy to learn, implement, use and support.

Calabrio One applications include:

- > Call Recording
- > Live Voice and Screen Monitoring
- > Quality Management
- > Workforce Management
- > Speech Analytics
- > Reporting, Dashboards and Alerts
- > Performance Management
- > Customer Survey Integration
- > Customer Interaction/CTI
- > Coaching and Collaboration

Most basic bundles include the most commonly used features, so you aren't taken by surprise with add-on costs. Easy to use, quick to install, simple to support. Calabrio One is designed to work the way you do - the way a software suite should.



IT Managers enjoy reliability, flexibility and control



Executives protect the business with a solution they can trust

Specifications

Platforms

Cisco Unified Contact Center Enterprise (Unified CCE) Versions 6.0 – 8.X

Cisco Unified Communications Manager (Unified CM) Versions 5.0 – 8.X

Capacity*

Single-server configuration supports up to 1200 concurrent users; 3600 named users.

3 + n Server configuration supports up to 2500 concurrent users; 7500 named users.

Supported Server Operating Systems

Windows Server 2003 R2
MS SQL Server 2005 Standard Edition

Supported Browsers

Internet Explorer 7 and 8
Firefox 3.X

Supported Desktop Operating Systems*

Windows XP Professional, SP3 or later
Windows Vista

* See installation documentation for server and desktop guidelines.

calabrio

There's no end to better.

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