



record



oak.co.uk

call recording



Record is a comprehensive extension and line side recording solution packed with innovative features to search, record, play and archive calls. Leading edge web technologies ensure that Record is the most powerful yet easiest to use call recording solution available.

Record is designed to enhance your business by enabling you to deliver the best possible service to your customers.

By recording all telephone orders or discussions, you can quickly confirm back to a customer what was agreed. This enables any disputes to be quickly resolved and for the customer to be retained for future business. It also means the avoidance of time-consuming litigation.

Record also works alongside your staff to help them develop their customer service skills as well as drive new sales through better telesales techniques.

Record meets the regulatory requirements defined by the FSA and by other regulatory bodies. It is also updated regularly to ensure that it continues to meet the latest regulations as and when they change.

Users can securely access Record both locally and remotely and review recordings that their security policy allows.

Record works with businesses and call centres of any size, as well as multiple sites, to deliver the maximum benefit at the most cost effective price.

Record is scalable from 4 to 480 ports per system.

• Resolve Disputes

Find calls quickly and email an extract of the call to your client to confirm contract details.

• Demonstrate Compliance

For many organisations it is necessary to show that that FSA rules have been followed.

• Monitor Quality

Review calls to ensure that all clients have been dealt with professionally at all times

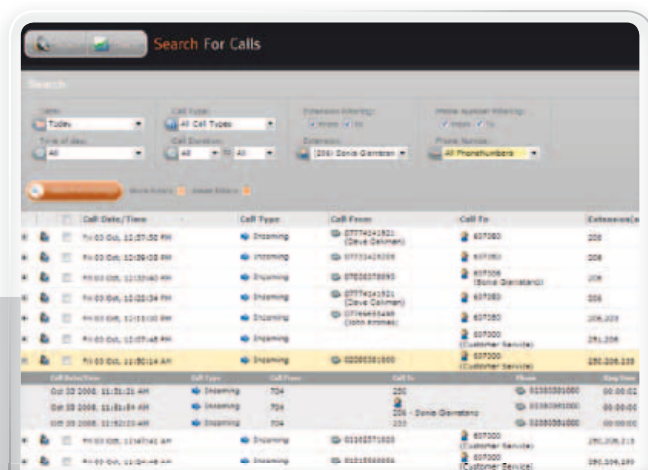
• Improve Performance

Work with staff to develop their telephone and telesales techniques.

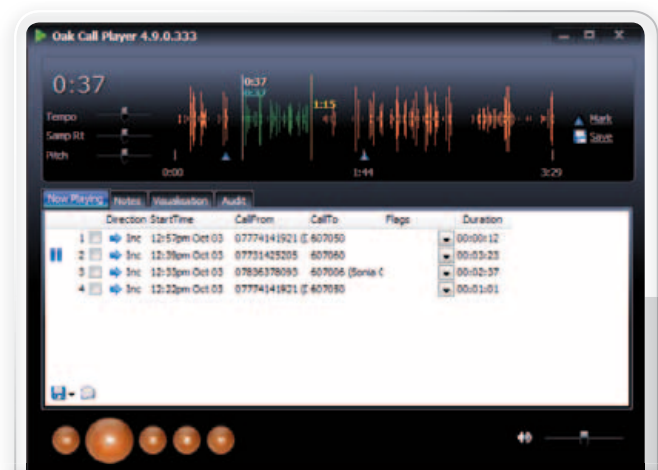
• Share

Share conference calls and online meetings with business colleagues.

Record is the perfect solution for every business.



Search - Search for calls based upon a complete range of enriched search criteria.



Play - Review calls visually within Oak's media style call player.



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call recording editions

Options	09 standard	09 premium	09 enterprise
Store & Backup Calls			
Fast retrieval of calls	Up to 1,000,000	Up to 10,000,000	Unlimited
Number of sites	single	single	multiple
Automated secure backup	✓	✓	✓
Record Trunks (All Extensions)			
	USB Solution	USB Solution	PCI Solution
PRI((ISDN ₃₀)/DASS ₂ /SIP	Up to 30	Up to 30	Up to 480
BRI((ISDN ₂)	Up to 16	Up to 16	Up to 64
Analogue	Up to 8	Up to 8	Up to 64
Selective recording/deletion	✗	✓	✓
Record Individual Extensions			
Digital	✗	Up to 16	Up to 64
Analogue	✗	Up to 8	Up to 64
VoIP/IP	✗	Up to 30	Up to 480
Search for Calls			
Date, Time, Duration, CLI, DDI	✓	✓	✓
Dialled Number, Direction	✓	✓	✓
Add & Search Flags	✗	✓	✓
Extension, Notes	✗	✓	✓
Department (when used with Report)	✗	✗	✓
Agent, CRM & Custom Fields	✗	✗	✓
Play Calls with Advanced Media Player			
Review multiple calls at the same time	✓	✓	✓
Review whole or part of a call	✓	✓	✓
Speed up or slow down playback	✓	✓	✓
Extract all or part of call to MP3/WAV	✓	✓	✓
Email call extract to client.	✓	✓	✓
Place markers in call & add labels	✗	✓	✓
Add searchable Notes to call	✗	✓	✓
View and replay audit trail reviews	✗	✗	✓
View and listen to calls live	✗	✗	✓
Integration			
D Channel (CLI/DDI)	✓	✓	✓
SMDR/Extension	✗	✓	✓
CTI/CRM/Database/Custom	✗	✗	✓
Agent	✗	✗	✓
Security			
FSA compliant	✓	✓	✓
Calls encrypted & tamperproof	AES	AES	AES +448 bit
User defined security policies	✓	Multiple	Unlimited
PCI DSS compliant - credit card	✗	✓	✓



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