

MiVoice Office Call Recorder

Comprehensive and easy to use call recording and retrieval for the MiVoice Office Application Suite

Overview

MiVoice Office Call Recorder is the call recording feature of the MiVoice Office Application Suite. It provides a powerful business tool with easy to use search and retrieval options which can scale as your telephone system expands.

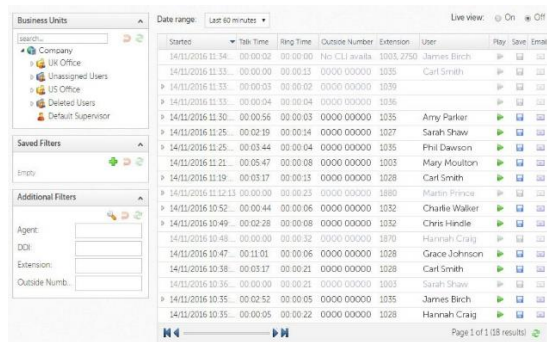
Introduction

Call recording is increasingly seen as a 'must have' application for small businesses. It enables quick and confident dispute resolution, as well as the option to review calls for training and mentoring purposes. Businesses in certain industries are required by their governing body to record all calls for compliance purposes. For those companies taking credit card payments over the phone, the call recorder provides a methods of muting recordings so that sensitive information is not recorded.

Web-based Search & Playback

The solution provides an intuitive web based interface for the searching and playback of recordings. Coupled with the extensive call information stored (Agent Ids, Hunt Groups etc.), calls are quick and easy to find.

You can search for and playback calls through any compliant browser on Windows, Mac or Tablet/Mobile. In addition, users can playback their own calls directly from their Phone Manager Desktop call history.

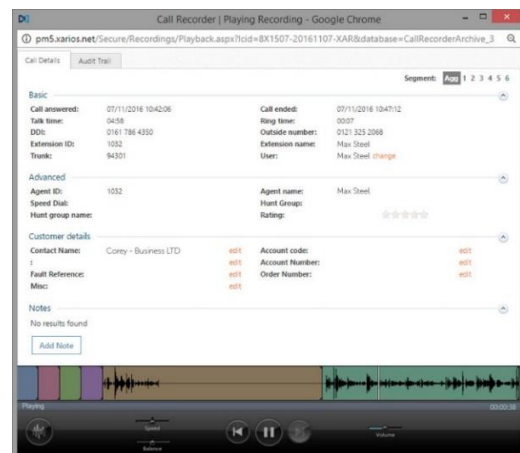


Storage

Depending on requirements, the system can be configured to store call recordings indefinitely or to automatically delete them after a set period of time. Recordings can be stored locally on the server or archived off to network shares.

Permissions & Recording Control

Exclusion list entries can be used to prevent specific calls from being recorded. This is most commonly used to prevent calls to directors or management from being recorded.



Secure Data

Each recording solution employs an advanced set of security profiles and policies that can easily be used to manage and maintain access levels for users of the system. In addition, all calls are encrypted with AES 256 encryption so that they are tamper proof and can be used as legal evidence.

PCI Compliance

Where credit card details or other sensitive information is being taken over the phone the system can mute recordings at the appropriate time so that sensitive information is not stored by the call recording solution.

Key Features

- Web based interface, no client side installation required. Recordings are accessible from any compatible browser on Windows, Mac or Tablet
- Record up to 250 calls concurrently
- Call Segmentation allows in-depth tracking of call transfers & routes
- Easy to manage permission structure
- Inclusion & exclusion lists, record only what is needed
- Organize recordings in personal folders or email/save part or sections of a call
- Full auditing of recording access
- Playback your own calls directly from Phone Manager Desktop client
- Easy to use filters to quickly playback calls from specific extensions, agents or numbers
- Flexible archiving options for stored call data

Key Benefits

- Can be quickly added to existing MiVoice Office Applications Suite installation - No additional hardware required
- Intuitive and easy to use interface
- Quickly find and playback calls for dispute resolution
- Calls are Encrypted for security and compliance applications
- Recording muting options for PCI compliance

Operating System Requirements

- Windows 7, 8.1, 10 (Pro / Enterprise / Ultimate) 64-bit
- Windows Server 2008 SP2, 2008 R2, 2012, 2012 R2, 2016 (Standard / Enterprise / Datacenter) 64-bit
- VMWare & Hyper-V Environments Supported

Minimum Server Requirements *

- CPU: Intel dual core I3 @ 3.3 GHz
- RAM: 4GB
- Network: Static MAC Address, IPv4, 100Mb/1Gb
- Network: Additional NIC(s) required for each network location to be mirrored
- .Net Framework: 3.5 & 4.5
- Disk Space (data): 100GB + 1GB for each million call records
- Disk Space (audio): 1TB for each 175,000 Hours of calls

* Server requirements vary depending on which features of the MiVoice Office Application Suite are used. Please refer to the product documentation for more information.

MiVoice Office 250 Requirements

- System OAI Call Control & 3rd Party Events enabled
- Mitel CT Gateway Required for Multi-Node implementations
- IP Based OAI connection
- Requires MiVoice Office 250 Release 6.1 or higher

Other Requirements

- A network port mirror is required for sending RTP/SIP traffic to the solution when recording SIP or IP based extensions