

MiVoice Office Call Recorder – Small Business Edition

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

Overview

MiVoice Office Call Recorder - Small Business Edition brings all the functionality of mainstream call recording in a scale to suit the small business. It can record up to 8 concurrent calls and provides easy to use search and retrieval options. The solution is part of the MiVoice Office Application Suite and can be added to existing implementations with a license upgrade. No additional hardware required.

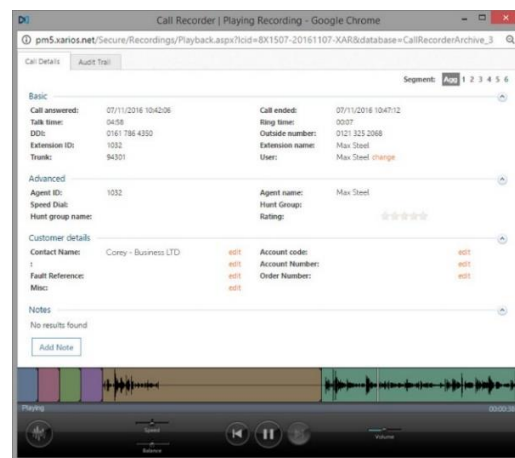
Introduction

Call recording is increasingly seen as a 'must have' application for small business. 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 method of muting recordings so that sensitive information is not stored.

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.

A screenshot of the MiVoice Office Call Recorder web interface showing a list of call recordings. The table has columns for Start time, Talk Time, Ring Time, Outside Number, Extension, User, and Play/Save/Email actions. The data is filtered for the date range 'Last 60 minutes'.

Start	Talk Time	Ring Time	Outside Number	Extension	User	Play	Save	Email
14/11/2016 11:54	00:00:00	00:00:00	No C.I.I available	1005, 2750	James Birch	▶	📄	✉
14/11/2016 11:33	00:00:00	00:00:13	0000 000000	1035	Carl Smith	▶	📄	✉
14/11/2016 11:33	00:00:03	00:00:02	0000 000000	1039	Carl Smith	▶	📄	✉
14/11/2016 11:33	00:00:04	00:00:04	0000 000000	1036	Carl Smith	▶	📄	✉
14/11/2016 11:30	00:00:56	00:00:03	0000 000000	1035	Amy Parker	▶	📄	✉
14/11/2016 11:25	00:02:19	00:00:14	0000 000000	1027	Sarah Shaw	▶	📄	✉
14/11/2016 11:25	00:03:44	00:00:04	0000 000000	1035	Phil Dawson	▶	📄	✉
14/11/2016 11:21	00:05:47	00:00:08	0000 000000	1003	Mary Moulton	▶	📄	✉
14/11/2016 11:19	00:03:17	00:00:13	0000 000000	1028	Carl Smith	▶	📄	✉
14/11/2016 11:12:13	00:00:00	00:00:23	0000 000000	1000	Martin Prince	▶	📄	✉
14/11/2016 10:52	00:00:44	00:00:06	0000 000000	1032	Charlie Walker	▶	📄	✉
14/11/2016 10:49	00:02:28	00:00:08	0000 000000	1032	Chris Hindle	▶	📄	✉
14/11/2016 10:48	00:00:00	00:00:22	0000 000000	1070	Hannah Craig	▶	📄	✉
14/11/2016 10:47	00:11:01	00:00:06	0000 000000	1029	Grace Johnson	▶	📄	✉
14/11/2016 10:36	00:03:17	00:00:21	0000 000000	1028	Carl Smith	▶	📄	✉
14/11/2016 10:36	00:00:00	00:00:21	0000 000000	1062	Sarah Shaw	▶	📄	✉
14/11/2016 10:35	00:02:52	00:00:05	0000 000000	1035	James Birch	▶	📄	✉
14/11/2016 10:35	00:00:05	00:00:22	0000 000000	1028	Hannah Craig	▶	📄	✉

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.

Expandable

If the 8 concurrent call recording limit is reached, the system can be upgraded to become a full MiVoice Office Call Recorder with capacity to record up to 250 concurrent calls.

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 8 calls concurrently, upgrade to up to 250 calls as the system grows
- 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
- Encrypted recordings for security
- Recording muting options for PCI compliance
- The solution can grow with you, expandable via a license to become a full MiVoice Office Call Recorder and support up to 250 concurrent calls

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 (SIP extension recording only)
- .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

- SIP Voicemail licenses required to connect the Call Recorder to the PBX
- 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



Powering connections