

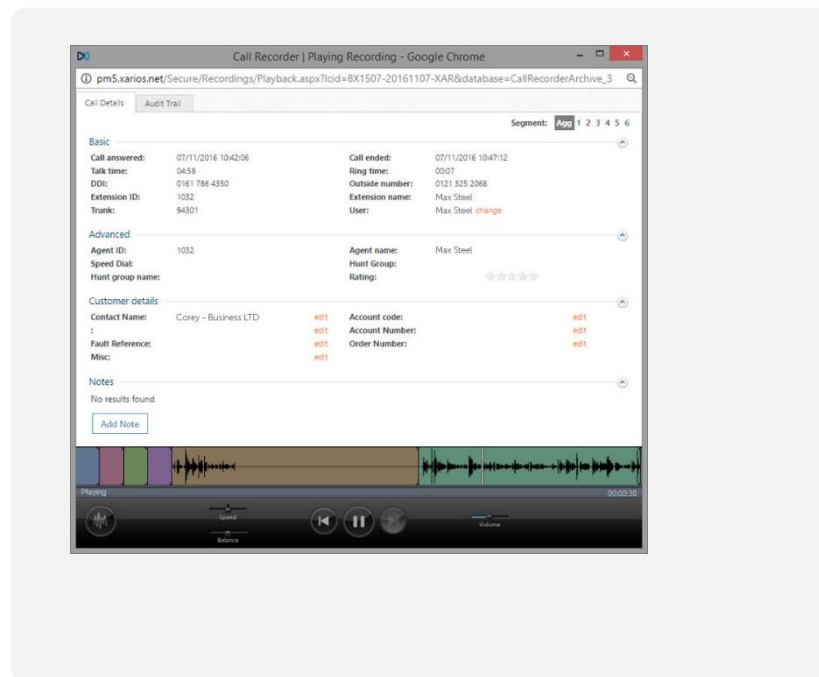
MiVoice Office Call Recorder – Small Business Edition

Easy to use call recording/retrieval for the MiVoice Office Application Suite

The MiVoice Office Call Recorder – Small Business Edition brings all of the functionality of mainstream call recording in a scale to suit the small enterprise. It can record up to 8 concurrent calls and provides easy to use search and retrieval options. The MiVoice Office Call Recorder - Small Business Edition is part of the MiVoice Office Application Suite which uses a single server to manage all the applications, enabling the Call Recorder to be added to your MiVoice Office Application Suite without any additional hardware requirement.

Key Features

- Web interface, no client side install required
- Record up to 8 calls concurrently
- Call segmentation allows in-depth tracking of call transfers & routes
- Easy to manager permission structure
- Inclusion & exclusion lists, record only what is needed
- Save recordings to favorites folder or email/save complete calls or sections of a call
- Full auditing of recording access
- Playback your own calls directly from Mitel Phone Manager desktop client
- Easy to use filters to quickly playback calls from specific extensions, agents or numbers



Call recording is increasingly seen as a 'must have' application for the small business, as it enables quick and confident dispute resolution, as well as the option to review calls for training and monitoring purposes.

Businesses in certain industries are required by their governing bodies to record all calls for compliance purposes. For those companies who take credit card payment details over the phone, the Small Business Edition offers a PCI compliant pause and resume capability.

Easy to use Search & Playback

MiVoice Office Call Recorder employs an intuitive web based interface for the searching and playback of recordings. Coupled with all the call information from the real-time link, calls are quick and easy to locate.

The use of a real-time OAI link to the MiVoice Office 250 ensures that all possible details about the telephone calls are captured, including; call transfers, Caller ID, DDI, Hunt Group, Extension and account code.

You can easily search for and playback any call either through your MiVoice Office Application Suite dashboard by clicking the 'Recordings' tab, allowing you to filter through the calls with various options. Or you can search for and playback you own calls directly from your Mitel Phone Manager desktop client on the 'Call history' tab.

Using either of these methods of call playback will open the call in a new window which displays all the details of the call.

Permissions & Recording Control

By including an exclusion list, you can prevent calls from or to specific numbers from being recorded. For example, if calls to senior managers shouldn't be recorded, simply add their number or extension to an exclusion list and those calls won't be available to play back.

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 each user of the system. In addition, all calls are encrypted with AES 256 encryption so that they are tamper proof and are eligible for use as legal evidence.

PCI Compliance

Where credit card details are being taken over the phone the solution has automatic processes that can be used to pause and resume calls so that sensitive information is not stored by the call recording solution.

Key Benefits

- No additional hardware required
- Simple layout and easy to use
- Quickly find and playback calls for dispute resolution
- Encrypted recordings for security and PCI compliance

Operating System Requirements

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

MiVoice Office 250 Requirements

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