Call recording fully integrated with your iPECS

The icall suite record module delivers fully integrated call recording with extensive functionality, suitable for any size of business with unlimited sites. Contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

iPECS call recording for ISDN, SIP or analogue

The record module of icall suite provides industry-leading features to all types of organisations such as legal firms, insurance companies, call centres, public agencies, health centres, doctors surgeries and any FSA regulated company that is legally bound to record calls.

We can provide simple USB-based client/ server solutions, hosted, web-based solutions or full turn-key systems to record tens of thousands of calls per day across multiple sites.

Why record calls?

Monitor call quality and staff performance to improve company standards and customer care.

Resolve "who said what" disputes by confirming call details such as quantities / specifications of an order, protecting both your business and your staff from disputes.

Protect staff from abuse.

Train staff on call handling techniques and customer interactions to improve performance.

Regulatory compliance (for FSA regulated companies):

- PCI DSS support.
- Encrypted (legally admissible in court).

Functionality
Easy to use

- Simple dashboard layout to find calls quickly.
- In-built archiving functionality.
- Email recordings from playback screens (1 click).
- Extensive search criteria to find a call.
- Recordings can be exported as .wav files.
- A call is recorded from when it arrives at the system; when the caller is put on hold, transferred or in a queue, providing a complete record of verbal transactions.

Flexible recording

- Record all line types; ISDN2, ISDN30, SIP or analogue.
- Easily scalable and cost-effective, from just a few users to many hundreds.
- Whether you have ISDN2 and Analogue or ISDN30 and SIP, any combination and number of lines can be catered for in one

Call Recording Player

Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage is encrypted.
- Automated archiving.

Multi-site recording

Record an unlimited number of sites centrally with web access to any recording.

Audit trail of call access

Monitor who played back which calls/when.

Essential reporting included

With or without the report module you can report on call activity:

- DDI and trunk utilisation
- Most frequently dialled number
- Daily call analysis

Additional options include:

- Call evaluation
- Call tagging
- Annotation and call outcomes
- Full reporting on these options
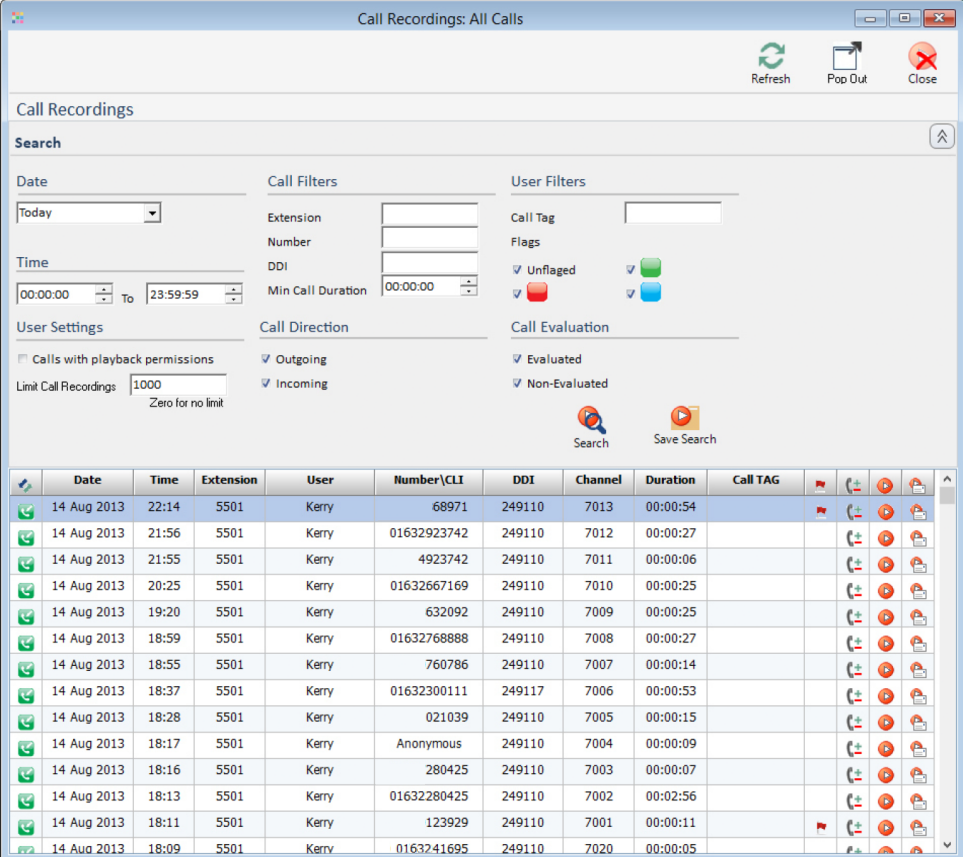
Compliant

All recordings are securely held in an encrypted format, in compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built in DTMF* support or by integration with your CRM or the icall suite connect module.

Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.

*DTMF currently not available on SIP trunks. Automated stop/start only available on SIP when exact unique CLI match is provided.