



Calabrio Call Recording

Record calls reliably. Find them effortlessly.

Back-office operations and contact center personnel—anyone who talks to your customers may be recorded to ensure business integrity, or comply with industry regulations to ensure processes are being followed. Overall, many companies are finding it's just plain smart to capture calls in order to reduce call content disputes and monitor compliance requirements that can put the organization at risk – saving time and money.

Recording all calls protects your business by providing an indisputable record of each transaction. Calabrio Call Recording is an enterprise recording solution that allows you to prove adherence to regulations, clear up transaction disputes, and defend the interest of the business while still upholding excellence in customer service.

Record

Pinpoint

Protect

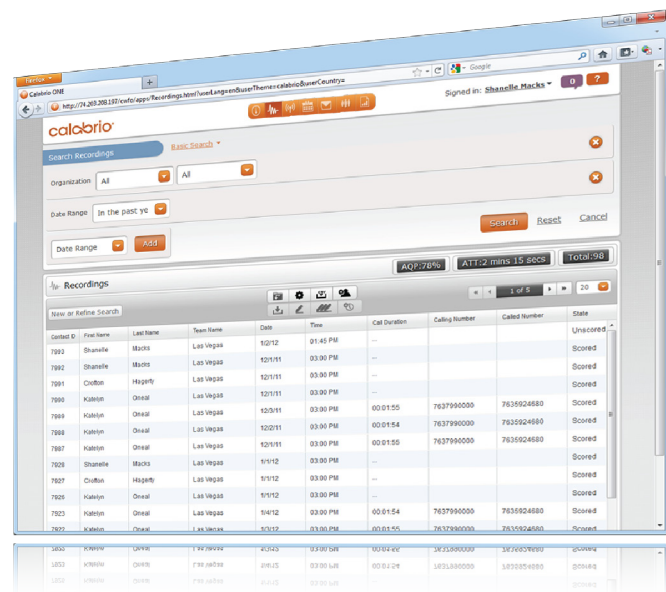
Secure storage and playback.

Calabrio Call Recording captures and stores each transaction securely to protect private data and meet mandatory security regulations and recommended guidelines, including HIPAA Sarbanes Oxley (SOX) and other standards:

- > 128-bit (DES) encryption is applied to recordings before they're transmitted over the network to the storage device, and they remain encrypted while stored. Access is by authorized users only.
- > Visibility to recordings can be restricted to users with maximum security clearance, or access can be provided to other specific roles (ie. agent, knowledge workers, managers, etc.)
- > Recordings are compressed using voice-specific algorithms before they're sent to the designated storage device, allowing you to maximize your investment in storage devices.
- > Meets PCI (Payment Card Industry) data security standards, including flexible API for start, stop and pause of recording.

Find the needle in the haystack.

Easy navigation and powerful metadata tags take the guess work out of retrieval. Archive Search allows an enterprise to quickly and easily locate specific calls or groups of calls based on combinations of employee, agent, date, time, phone number and user-defined fields. With Calabrio, users won't have to spend hours poring through stored recordings trying to find the calls of interest. Calabrio also provides the option to export one or more calls to common media formats should a third party need access to the calls.



The screenshot shows the Calabrio web interface with a search results table. The table has columns for Call ID, First Name, Last Name, Team Name, Date, Time, Call Duration, Calling Number, Called Number, and Status. The status for all listed calls is 'Scored'.

Call ID	First Name	Last Name	Team Name	Date	Time	Call Duration	Calling Number	Called Number	Status
7890	Shawnte	Macks	Las Vegas	12/12	01:45 PM	Scored
7892	Shawnte	Macks	Las Vegas	12/11/11	03:30 PM	Scored
7891	Clifton	Haggerty	Las Vegas	12/11/11	03:30 PM	Scored
7890	Kaleen	Orsair	Las Vegas	12/11/11	03:30 PM	Scored
7889	Kaleen	Orsair	Las Vegas	12/31/11	03:30 PM	00:01:55	7637990050	7635924680	Scored
7888	Kaleen	Orsair	Las Vegas	12/01/11	03:30 PM	00:01:54	7637990050	7635924680	Scored
7887	Kaleen	Orsair	Las Vegas	12/01/11	03:30 PM	00:01:55	7637990050	7635924680	Scored
7828	Shawnte	Macks	Las Vegas	11/12	03:30 PM	Scored
7827	Clifton	Haggerty	Las Vegas	11/12	03:30 PM	Scored
7826	Kaleen	Orsair	Las Vegas	11/12	03:30 PM	Scored
7823	Kaleen	Orsair	Las Vegas	11/12	03:30 PM	00:01:54	7637990050	7635924680	Scored
7822	Kaleen	Orsair	Las Vegas	11/12	03:30 PM	00:01:55	7637990050	7635924680	Scored

Flexibility to choose the best technical fit.

Calabrio Call Recording, built for reliability in IP-based environments, **provides more recording architectures than any other option:**

- > Calabrio's unique **desktop recording architecture** is proven to be reliable in IP-based environments and especially powerful when call center agents are dispersed in various locations because you don't need servers at every location.
- > If you operate in a thin client environment (e.g., Citrix or Windows Terminal Services) the **server-based recording architecture** may be your best option.
- > Another option includes **network-based recording** which provides a robust architecture option for Cisco Unified Communications Manager environments.
- > Also provided is the Cisco MediaSense recording option for high availability and IVR recording.
- > Calabrio also provides options for Avaya, including **multiple registration** for recording Avaya IP telephony devices and **single step conferencing** for recording Avaya TDM telephony devices.

Your IT staff can choose the architecture that works best for your environment—whether it's a single center, a multi-site center or home agents—and even mix implementations to fit your specific business or technical requirements.

Monitoring and alerting for peace of mind.

Calabrio's Monitoring and Notification Alerts (MANA) notify your support staff through emails, SNMP or Windows Event Viewer if anything is not functioning properly. Calabrio's unique 100% recording verification notifies you when errors arise—keeping you a step ahead of issues that could keep you from missing a critical call.

From the contact center to the bean counter.

Calabrio Call Recording may be deployed in a contact center environment or for knowledge worker employees alone. With Calabrio, businesses mitigate risk, protect their financial interests, and uphold customer service by leveraging a recording solution that is flexible, reliable and secure.

When flexibility, reliability and speed are essential.

Calabrio Call Recording makes the task of recording, archiving and retrieving all calls more manageable in IP-based voice networks. Organizations can choose to record all calls for everyone in the enterprise, or for particular groups, departments or contact center teams.

Application uses include:

- > Order fulfillment
- > Claims administration
- > Transaction processing
- > Insurance regulatory compliance
- > Billing/accounting
- > Manufacturing
- > Legal
- > Inside sales
- > Help desks
- > Human resources
- > Retail and commercial banking regulatory compliance
- > Malicious call recording

What makes Calabrio Call Recording unique?

- > **Easy to Use** - a modern Web 2.0 interface that's easy to deploy, learn and use.
- > **Lower Administrative Costs** - synchronization with the IP-PBX/ACD automates the basic task of adding, moving and deleting users.
- > **Lower Infrastructure Costs** - no server software fees; utilize existing database resources and storage.
- > **Lower Time To Resolution** - recording verification for peace of mind in critical applications.
- > **Lower Total Cost of Ownership** - flexible architecture, storage and pricing options makes it easy to reach company goals.
- > **Support You Can Count On** - a highly responsive support team that receives consistently high marks for customer satisfaction.

Calabrio Call Recording—What could be easier?

- > 100% voice recording for compliance, transaction verification and legal protection
- > Record ACD and IP-PBX users
- > Live voice monitoring for ACD and IP-PBX users
- > Archive search - locate recorded calls quickly with pinpoint precision
- > Filter recordings by inbound or outbound dialed numbers
- > Extensible API for on-demand recording and adding custom metadata
- > Configurable reports
- > Flexible export capabilities support archiving and export to third party applications in WAV and WMA formats
- > 100% Web-based – access from anywhere
- > Flexible, reliable architecture
- > Secure, encrypted storage and playback
- > PCI (Payment Card Industry) compliant
- > Timely alerting to serviceability issues
- > Flexible (non-proprietary) storage options via NAS/SAN
- > Speech energy bar which for playback
- > Energy analytics for talk over and silence events

And, if your organization is interested in a quality management program, all the features of Calabrio Call Recording are included with Calabrio Quality Management.

A Calabrio ONE application—the first contact center suite in a Web 2.0 framework.

Calabrio ONE is the first contact center suite of its kind created in a Web 2.0 framework. Calabrio ONE redefines workforce optimization, allowing contact centers to personalize and optimize the desktop toolset for each user—agents, supervisors, managers, knowledge workers and executives, making the user experience infinitely more enjoyable. Perfectly suited for small and large contact centers alike, Calabrio ONE generates true workforce optimization for on-premise, virtual, hosted, and/or the at-home agent environment. Contact center workers are more efficient and effective. Customers are better served.

Calabrio ONE applications include:

- > Call Recording
- > Live Voice and Screen Monitoring
- > Quality Management
- > Workforce Management
- > Speech Analytics
- > Reporting, Dashboards and Alerts
- > Performance Management
- > Customer Survey Integration
- > Customer Interaction/CTI
- > Coaching and Collaboration



IT Managers enjoy reliability, flexibility and control



Executives protect the business with a solution they can trust

Specifications

Platforms

Cisco Unified Contact Center Enterprise (Unified CCE) Versions 6.0 - 9.X
Cisco Unified Contact Center Express (Unified CCX) Versions 8.0 - 9.X
Cisco Unified Communications Manager (Unified CM) Versions 5.0 - 9.X
Avaya AES and Communication Manager (CM) v5.2 and above

Capacity*

Single-server configuration supports up to 1200 concurrent users; 3600 named users.
3 + n Server configuration supports up to 2500 concurrent users; 7500 named users.
Additional recording servers may be required depending on the recording architecture selected.

Supported Server Operating Systems

Windows Server 2003 or 2008
Microsoft SQL Server 2005 or 2008 Express, Standard Edition, or Enterprise

Supported Browsers

Internet Explorer 7 and 8
Firefox 3.X

Supported Desktop Operating Systems*

Windows 7 (32 or 64-bit)
Windows Vista
Windows XP Professional, SP3 or later

* See installation documentation for server and desktop guidelines.

calabrio

There's no end to better.

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