

Call Recording 7.0

—○ Datasheet

No more lost customer calls

Communi5 always has the right solution at hand – be that to document your call data, implement quality improvements in a call center, or record the calls from mobile subscribers.

With the Communi5 Session Recording Server (SRS), you now have a cost-effective solution for call recording in all business areas. You manage the recorded calls via a web-based portal, with the search function available whenever you need to access a recording. The Communi5 SRS is based on the SIPRec standard, thus permitting the standardised integration of third-party manufacturers.

Furthermore, should you also need call recording for the financial and insurance sectors, we now provide a MiFID II compliant solution with our partner ASC.

BENEFITS AT A GLANCE

- Cost-effective solution
- for business customer
- integration of Mobile subscribers
- for call center agents
- Web-based access and flexible search tool
- Controlled via IVR Opt-IN and Opt-OUT functions
- SIPRec conform

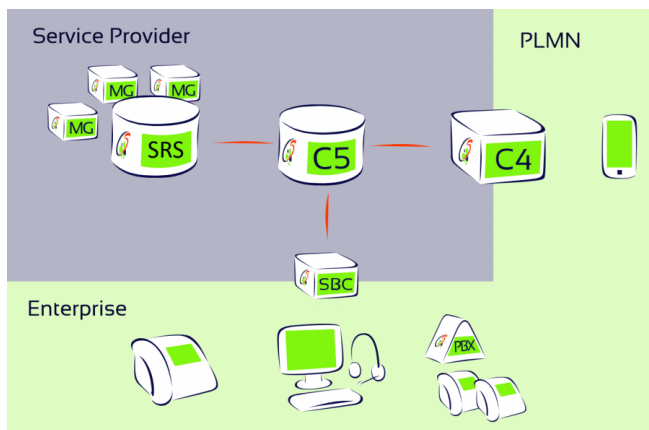


Application Uses

IP-Centrex/Hosted UC

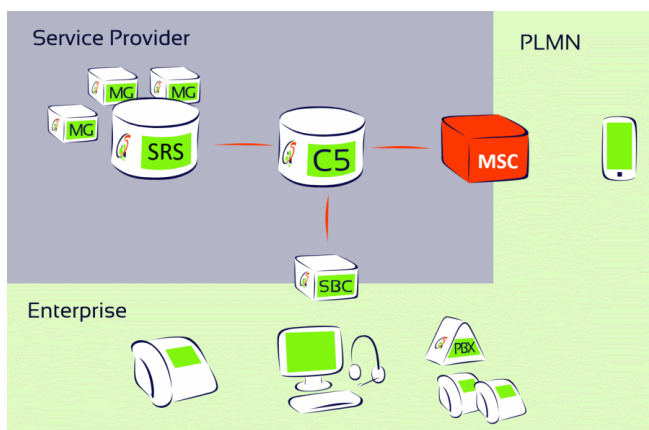
Calls from desk telephones and softclients are recorded for business customers, as well as for agents in a call center, or for ACD groups.

Mobile phones can be integrated using the Communi5 MobileControl application by callback and call through, as well as by VoIP calling.



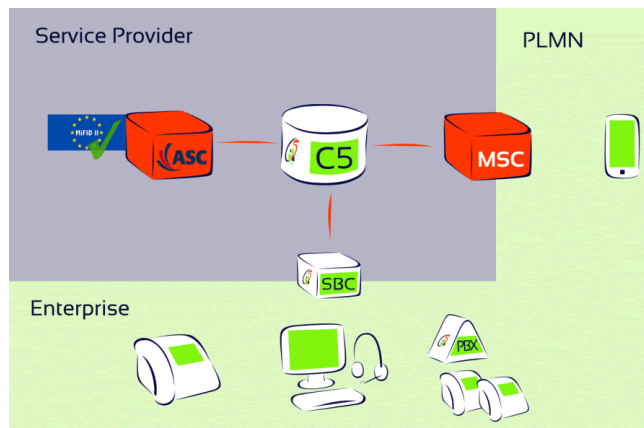
Mobile Centrex

Both incoming and outgoing mobile phone calls can be recorded at the terminal device without an additional application.



Solution for Finance Market Requirements

Regardless of whether it is for the banking, trading or other finance markets – together with its partner ASC, Communi5 now provides a MiFID2 certified solution.



Communi5 SRS	
MINIMAL HARDWARE REQUIREMENTS	
CPU	4 cores
RAM/hard disk	12 GB / 500 GB
CODECS	
G.722 (HD Voice)	⊙
G.711 u/a	⊙
GSM FR / EFR	⊙
G.729 A,B	⊙
Opus (only Dialogic XMS)	⊙
MEMORY REQUIREMENTS	
per minute	ca. 450kByte
LISENCE PER SESSION	
Communi5 SRS	1
SipREC	1
Mediports	2