

Call Recording



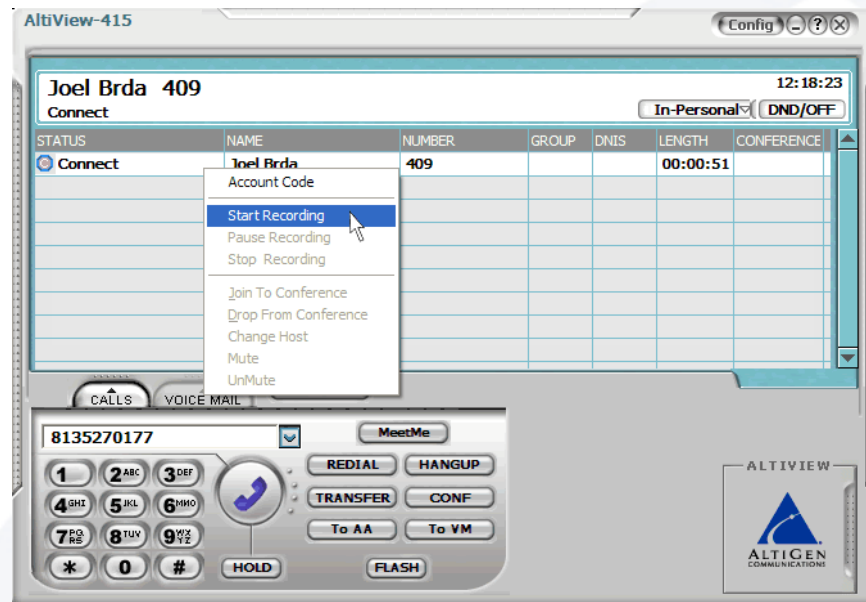
Altigen's Call Recording options provide a powerful tool for accurately capturing voice conversations. CallRecording can be configured to record call center agent and regular extension calls and store them in centralized locations or end user voicemail boxes.

Benefits of Call Recording include:

- Evaluating the performance of individual agents and employees
- Training team members by example
- Call Center Quality Monitoring
- Protection against litigation such as confirmation of verbal contracts

On Demand Call Recording to Voicemail

Agents and Supervisors can initiate on-demand voice recording of their current call to voicemail. Once the call has finished, the recorded call will be stored in the extension's voicemail box allowing for easy retrieval and playback.



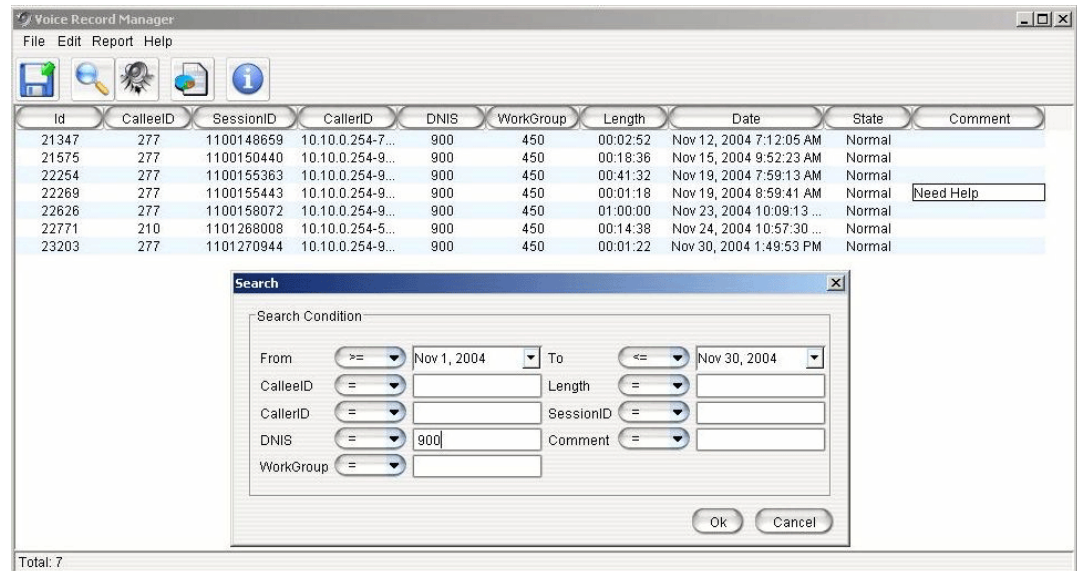
Optional Centralized Call Recording

- With Centralized Call Recording, conversations are recorded and stored in a centralized location.
- Agents and Supervisors can initiate on-demand voice recording and once the call has finished, the recorded call will be stored in the specified central location allowing the administrator to centrally manage and archive all records.
- Administrators can specify a percentage of calls (10%-100%) to be automatically recorded to a centralized location.
- Centralized Recording can be configured to cover an entire Call Center Workgroup or individual extensions or agents.

Call Recording

Managing Centralized Call Recording with VR Manager

VRManager is a voice recording management application for managing centralized recorded files. It is a Java based application with the following main functions for administrators and reviewers.



The screenshot shows the 'Voice Record Manager' application window. It features a menu bar (File, Edit, Report, Help) and a toolbar with icons for file operations. Below the toolbar is a table with the following columns: Id, CalleeID, SessionID, CallerID, DNIS, WorkGroup, Length, Date, State, and Comment. The table contains 7 rows of data. A 'Search' dialog box is open in the foreground, allowing users to filter records based on various criteria.

Id	CalleeID	SessionID	CallerID	DNIS	WorkGroup	Length	Date	State	Comment
21347	277	1100148659	10.10.0.254-7...	900	450	00:02:52	Nov 12, 2004 7:12:05 AM	Normal	
21575	277	1100150440	10.10.0.254-9...	900	450	00:18:36	Nov 15, 2004 9:52:23 AM	Normal	
22254	277	1100155363	10.10.0.254-9...	900	450	00:41:32	Nov 19, 2004 7:59:13 AM	Normal	
22269	277	1100155443	10.10.0.254-9...	900	450	00:01:18	Nov 19, 2004 8:59:41 AM	Normal	Need Help
22826	277	1100158072	10.10.0.254-9...	900	450	01:00:00	Nov 23, 2004 10:09:13 ...	Normal	
22771	210	1101268008	10.10.0.254-5...	900	450	00:14:38	Nov 24, 2004 10:57:30 ...	Normal	
23203	277	1101270944	10.10.0.254-9...	900	450	00:01:22	Nov 30, 2004 1:49:53 PM	Normal	

Search dialog box fields:

- Search Condition: From >= Nov 1, 2004 To <= Nov 30, 2004
- CalleeID =
- CallerID =
- DNIS = 900
- WorkGroup =
- Length =
- SessionID =
- Comment =

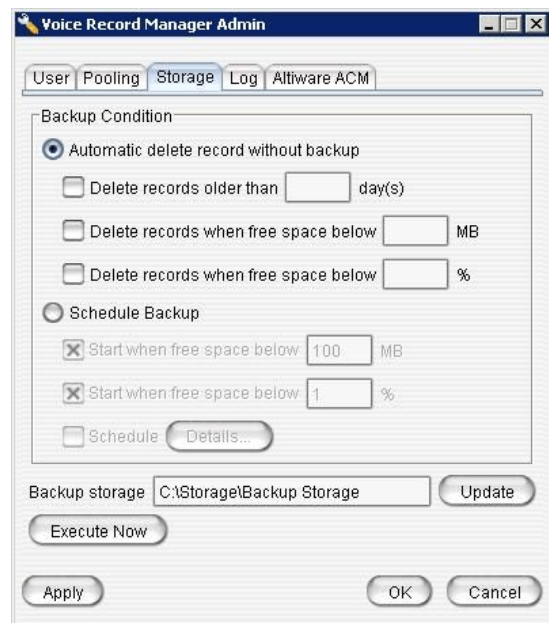
Total: 7

Administrator Management Module:

- User Management
- File Conversion, Compression and Indexing configuration
- Storage Archive Management
- Activity Log Tracking

Client Interface Module:

- Searching and Sorting recorded files and records
- Playback of recorded conversations
- Export conversations to external locations as .WAV File
- Call Reporting Reports



The screenshot shows the 'Voice Record Manager Admin' application window. It has a menu bar (User, Pooling, Storage, Log, Altware ACM) and a 'Backup Condition' section. The 'Automatic delete record without backup' option is selected. Below it are three checkboxes for deleting records based on age, free space, or percentage of free space. The 'Schedule Backup' option is also selected, with checkboxes for starting when free space is below 100 MB and 1%. There are 'Execute Now', 'Apply', 'Update', 'OK', and 'Cancel' buttons at the bottom.

Backup Condition:

- Automatic delete record without backup
 - Delete records older than [] day(s)
 - Delete records when free space below [] MB
 - Delete records when free space below [] %
- Schedule Backup
 - Start when free space below 100 MB
 - Start when free space below 1 %
 - Schedule [Details...]

Backup storage: C:\Storage\Backup Storage [Update]

[Execute Now] [Apply] [OK] [Cancel]