

Why Consider Intelligent Number based Call Recording

Using intelligent Call Recording solutions ensures all calls inbound and outbound to your intelligent Number can be recorded either automatically or on demand. This provides an cost effective way to deliver call recording services to the business with no capital expenditure and no on site hardware required.

Migration Path	Complete system change-outs are not necessary in order to migrate from recording in a traditional telephony environment to recording in your telephony environment. intelligent call recording solution will reliably record audio from most traditional digital TDM PBXs as well as IP PBXs and ACDs – leveraging your existing investment, even in a hybrid environment.
Cost Justification	The option of implementing call recording on a centralised hosted platform with shared resources has made call recording cost efficient and enables it to leverage the existing company telephony or unified communications system. Call recording can be deployed on a cost-per-user-per-month basis with no capital purchase required and no need to site hardware in your data centre.
Ease of Change	<p>There is no need for call recording hardware to be integrated with the PBX and configured to record specific telephone extensions. This means the system does not require ongoing configuration.</p> <p>With Intelligent Number Call Recording, the extensions are virtual and any user can log onto any handset, including a mobile phone, and have calls recorded. It does not require any modification to wiring or PBX programming to record different telephones.</p>
Location Independence	Intelligent Number Call Recording enables centralised recording in distributed organisations. You can administer the entire system from anywhere on the network. The distributed model saves costs by eliminating the need for installation, management and administration of the system at remote and branch locations and enables cost effective monitoring of remote and home-based employees.

Intelligent Communications

Cost-efficient call recording safeguarding revenue and reputation

Add Call Recording to your intelligent Number Services and ensure all calls are recorded, even on a mobile phone.



Delivering business value with intelligent Call Recording

Many market sectors can reap benefits of recording calls, such as for staff training, spotting troublesome calls before they escalate, ensuring accuracy of data collected and tracking customer and call centre activities.

Call Recording with Intelligent Number greatly reduces the cost overhead, enabling call recording to be deployed over a customer PBX (IP or TDM) or from a secure, hosted platform in a fully redundant and resilient distributed architecture, delivered over the Featurenet network. This solution removes the high costs of purchase, installation and management associated with dedicated traditional call recording solutions and means that call recording can be cost effective for a small numbers of users.

Intelligent Number Call Recording is deployed using virtual numbers that reside within the organisation and can be delivered to any phone over any network, worldwide and in an instant. The number will operate as a normal business number, delivering calls directly to the office and can be 'pulled' to an alternative location, including home and mobile phones, when required. All the features associated with a business telephone system can be retained, including information about who is calling, the ability to hold and transfer and the ability to record calls or use instant conferencing when needed.

Technology Facts

- An affordable solution that eliminates the need to purchase expensive on-site recording equipment.
- Based on a IP Core Network and supported over PSTN, IP and VPNs
- Operates with IP, DPNSS and QSig PBX solutions
- User control from any phone or Web location

Key Features

- On-demand recording invoked to any handset, enabling companies with compliance issues to allow employees to remain productive on their mobile or home telephones
- Record All option ensures all incoming an outgoing calls are captured
- On Demand or adhoc recording option records the entire call even if initiated part way through the call
- Team Number based call recording for the contact centre
- Ability to record incoming and/or out-going calls
- Ability to record calls to or from any telephone, including mobile phones
- Ideal solution to support staff working from home as no remote recording equipment needed

General Benefits of Call Recording

- Reduces the risk of misinterpreting information from business calls
- Helps resolve disputes on a fair basis
- Meets compliance requirements, even when using a mobile phone
- Provides peace of mind
- Enhances understanding of the customer experience
- Helps identify staff training needs

The intelligent Call Recording Service

intelligent Call Recording Service records and stores all inbound and outbound calls either on demand or automatically. Calls can then be retrieved using the service's web interface:

On Demand Call Recording

Calls can be recorded by pressing the star (*) key at any point during a telephone conversation and the recording will capture the full telephone call.

Record All Call Recording

Calls are blanket recorded so that all calls are recorded automatically.

Call Recording Retrieval

Upon completion of a call, the recording is converted into an audio file and sent to your email account or you can access via voicemail. It can also be stored and accessed online using the iCR web interface.

Please note that intelligent Number is needed to use the Call Recording service.

Web Interface

