

## What is Hosted VoIP Call Recording?

Hosted VoIP Call Recording provides the ability to record calls in real time and use powerful web based tools to get the most out of communications. Whether Call Recording is for high volume call handlers or companies that have an obligation to record calls then Talk Internet can provide the technology and interface to ensure that Call Recording is easy to achieve.

**Seamless Integration** – Once Call Recording is setup on your Hosted VoIP user account then configuration is done using an online portal. All that is required is the Hosted VoIP phone number to get you started.

**Supported Devices** – As the Hosted VoIP phone number is the element that determines the Call Recording then any device used to access that number will be recorded, including hard phones, soft phones and the mobile office applications for smart phones.

**Storage** – All phone numbers recorded comes with 30 days storage on the on line platform. Tools exist for the downloading of these calls to a local area for preservation.

**Interface** – The Call Recording portal is accessible over the internet, the interface is informative and gives access to a wealth of features.

## Features and Benefits

Call Recording, once provisioned grants access to an online portal that allows complete control over the Call Recordings and also provides feature rich reporting services and dashboards.

**Dashboard** – Full Management overview summary (see Screenshot below) shows all recorded call traffic, frequent callers, hot spot call times, storage stats and many other statistical call flow information.

**Real Time Monitoring** – All calls that are currently being recorded can be listened to by the administrator in real time as the call progresses, this feature is particularly useful for training purposes.

**CRM Integration** – Recorded calls can be passed directly to your CRM system from the interface, ensuring that your CRM system is upto date and contains all information on your customers. CRM systems supported include, SalesForce and Sugar CRM.

**On Demand** - Users have the ability to enter a DTMF tone sequence into a current call to record that call. Entering the code ensures that the whole call is recorded.

**Playback** – Calls are MP3 file format and will playback in Media Player or quicktime with no configuration.

**Download Tools** – Download calls directly from the interface or use the free included archive tool to download large batches of calls. Included is a batch file download for scheduling automatic call downloads to a storage location on your site. Fully ensuring that all calls are preserved exactly as required.

**Annotation** - Users have the ability to playback calls and place markers within the call with text comments.

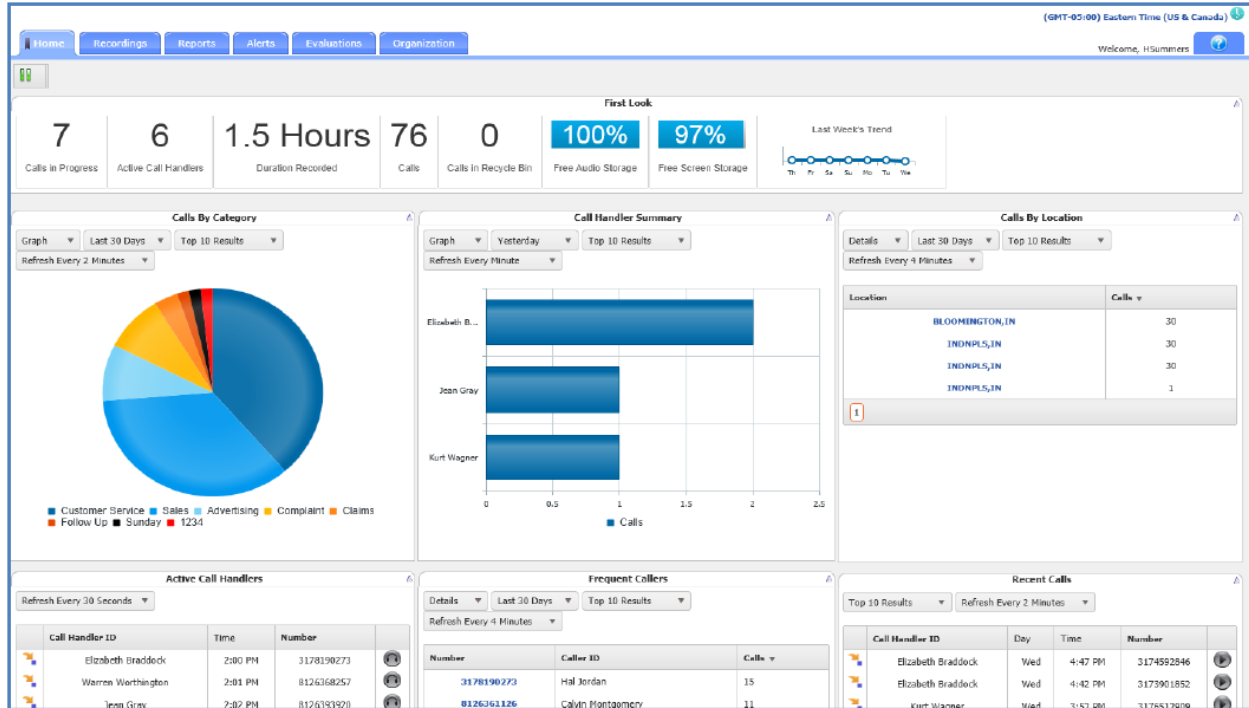
**Categories** - User defined categories are available to classify calls to ensure that they are examined by the correct department.

**Selective Call Recording** - The administrator can decide to record some or all of the calls that come into the system. Variables can include %age based recording, inbound only, date and time records.



## Configuration

There is no installation required – Talk Internet will provision the Call Recording service for you when we set up the Hosted VoIP.



Results Per Page: 100 | Delete | Download | Export | Export All | (No Category) | Apply Category | Manage Categories | CRM Client Settings | Select Columns

20 Recorded Calls															
	Number	Day	Date	Time	From Number	From Caller ID	To Number	Redirected From	Duration	Recording	Annotate	CRM	Email	Comments	Category
<input type="checkbox"/>	9930259	Tue	27/07/2010	17:10:55	9930259	Chris	0800123456		00:00:06						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	17:10:00	9930259	Chris	0800123456		00:00:09						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	16:28:59	9930259	Chris	08702411409		00:21:25						(No Category)
<input type="checkbox"/>	9930259	Tue	27/07/2010	10:41:27	9930259	Chris	9930251		00:00:56						Sales

## Technical Facts and Features

<b>Interface</b>	Full Web based portal that allows complete control over the Call Recording Platform
<b>Download Calls</b>	Either via the portal or dedicated software to allow automatic call downloading
<b>Storage</b>	Calls are stored as MP3 files and take approx. 1mb for 5.6 mins
<b>Pausing Call Recording</b>	This is possible with the 123* code to pause the call recording on the fly
<b>Devices</b>	Record the calls no matter what device they are made upon – as long as its on the Hosted VoIP platform

## About Talk Internet

A quick glance at the market will reveal that there are many ISPs that you could be talking to - so why deal with Talk Internet? The answer is simple, flexibility. We do not believe in a "one-size fits all" approach. We customise our solutions to meet our customers' specific requirements and this approach has been at the core of our success.

Established for over 15 years, we are a UK-based operation, with our data centres and support function located in the UK. This means that if you have a problem you can quickly get through to one of our highly-trained support technicians who will help you find a resolution.

**Need more information? Call us now on 0845 310 1010 or visit [www.talkinternet.co.uk](http://www.talkinternet.co.uk)**

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