

# Samsung Call Recording

Call recording and quality monitoring.

**Samsung Call Recording is a fully integrated plug-in module for the Samsung Business Reporting and Contact Centre range of products, which can record your ISDN30, ISDN2, SIP or Analogue trunks; a complete management and call recording solution contained and managed from a single work station or server. Storing, finding, playback and archiving of calls is just a click away.**

Many types of organisations can benefit from Samsung Call Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres / doctors surgeries and any FSA regulated company that is legally bound to record calls.

## Why choose Samsung Call Recording?

Seamless integration with your Samsung phone system:

- ISDN30, ISDN2, SIP or Analogue call recording.
- Encryption.
- Call tagging/notation.
- Trim and extract.
- Audit trail of user access and playback.
- Extension tagging.
- Manual Stop/Start and Pause using DTMF\*.
- Automatic Stop/Start with optional CTI\*.
- Integrated to your OfficeServ system.

## Functionality Overview

### Easy to use

- Simple dashboard layout to find calls quickly.
- In-built archiving functionality.
- One-click email of recordings from the playback screens.
- Extensive search criteria to find a call.
- Recordings can be exported as WAV files.
- A call is recorded all the way through its route even if a caller is put on hold, transferred or in a queue.

### Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage and playback is encrypted.
- Automated archiving.



## Why record calls?

- **Monitor call quality and staff performance** to improve company standards and customer care.
- **Resolve “who said what” disputes** by confirming details from a call such as quantities / specifications of an order, protecting both your business and your staff from disputes.
- **Protect staff from abuse.**
- **Train staff on call handling techniques** and customer interactions to improve performance.
- **Regulatory compliance** (for FSA regulated companies)
  - PCI DSS support
  - Encrypted (legally admissible in court for litigation)

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## Flexible

- Any currently installed Samsung Business Reporting package can easily be upgraded to Samsung Call Recording.
- Easily scalable and cost effective, from just a few users to many hundreds.
- Whether you have ISDN2 and Analogue or ISDN30 and SIP - any combination and number of lines can be catered for in one seamless solution.

## Multi-Site Recording

Record an unlimited number of sites centrally with web access to any recording.

## Optional Enhanced Recording Upgrade

This upgrade enhances Samsung Business Reporting enabling managers to evaluate calls while listening to them and to report on the evaluations and call outcomes.

## Audit trail of call access

Monitor who played back which calls and when, using the audit trail.

## Compliant

All recordings are securely held in an encrypted format which gives compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built-in DTMF\* support or through integration with the server.

\*DTMF not currently available on SIP trunks.  
Automated stop/start only available when an exact unique CLI match is provided.

## Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.

## Comprehensive

A call is recorded from the time it arrives at the system, including when the caller is put on hold, transferred or in a queue, to provide a complete record of verbal transactions and the whole callers experience.

The screenshot shows the 'Call Recordings: All Calls' interface. It includes search filters for Date, Time, Call Filters (Extension, Number, DDI, Min Cell Duration), User Filters (Call Tag, Flags), User Settings, Call Direction (Outgoing, Incoming), and Call Evaluation (Evaluated, Non-Evaluated). Below the filters is a table of call records.

Date	Time	Extension	User	Number (CLI)	DDI	Channel	Duration	Call TAG
14 Aug 2013	22:14	5501	Kerry	07736688971	249110	7013	00:00:54	
14 Aug 2013	21:56	5501	Kerry	07974923742	249110	7012	00:00:27	
14 Aug 2013	21:55	5501	Kerry	07974923742	249110	7011	00:00:06	
14 Aug 2013	20:25	5501	Kerry	01493667169	249110	7010	00:00:25	
14 Aug 2013	19:20	5501	Kerry	01233632092	249110	7009	00:00:25	
14 Aug 2013	18:59	5501	Kerry	01865768888	249110	7008	00:00:27	
14 Aug 2013	18:55	5501	Kerry	02380760786	249110	7007	00:00:14	
14 Aug 2013	18:37	5501	Kerry	01732300111	249117	7006	00:00:33	
14 Aug 2013	18:28	5501	Kerry	07886021039	249110	7005	00:00:15	
14 Aug 2013	18:17	5501	Kerry	Anonymous	249110	7004	00:00:09	
14 Aug 2013	18:16	5501	Kerry	07967280425	249110	7003	00:00:07	
14 Aug 2013	18:13	5501	Kerry	07967280425	249110	7002	00:00:36	
14 Aug 2013	18:11	5501	Kerry	07800123929	249110	7001	00:00:11	
14 Aug 2013	18:09	5501	Kerry	07788041695	249118	7020	00:00:05	

## Seamless integration

The Samsung Business Reporting, Contact Centre Reporting, Contact Centre Agent, Automated Dialling and Call Recording modules integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

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Features Matrix	Samsung Call Recording
Analogue, ISDN2, ISDN30 and SIP call recording	Y
Security through encryption	Y
Trim and extract recordings	Y
Save / email recordings as .wav files	Y
Audit trail of user access and playback	Y**
Daily call analysis	Y
Call flagging	Y
Multi-site recording	Y
Web-based recording playback	Y
Essential reporting	Y
PCI DSS compliance	Y
Deployment via USB	Y
Deployment via PCIe cards	Y***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	Y
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	Y*
Report on call outcomes real-time	Y**
Extension tagging	Y**
Call tagging / annotation	Y**
Call quality monitoring	Y**
Call evaluation, feedback, results and audit reports	Y**

\* Requires contact centre agent

\*\* Requires enhanced recording pack

\*\*\* Requires PCIe card upgrade

Call recording is not supported on virtual machines.

#### Minimum system requirements:

- Dedicated Dual Core PC, 2.8GHz or faster
- Windows XP / 7 Professional, Vista Business, Server 2008.
- 3GB RAM.
- 250GB Hard Disk Free Space (C: partition).
- CD-ROM drive, DVD-Ram or NAS for archive.

*The size of site and number of calls per day does affect the minimum specification of the PC – please enquire if unsure.*

#### Server storage simulation:

Unit: GB

With RTP encryption	agents	1 day	1week	1 month	1 year
-Save as encrypted wav. File	10	1.1	5.3	21.1	252.7
-Conditions: 460KB/minutes 4 hrs a day 5 days a week 20 days a month	25	2.6	13.1	52.6	631.8
	50	5.3	26.4	105.3	1,263.7