RECALL
PANA-RECORDING SUITE

CALL RECORDING AND SILENT MONITORING FOR
PANASONIC® IP PHONES

The ability to record interactions with customers by telephone is becoming essential in more and more organizations, not only in order to comply with current legislation and codes of conduct, but also to optimize the management of transaction data. Once the recording has been made it is then extremely important to locate it quickly and easily, that it is of high quality and may be encrypted, and that the recording is protected against unauthorized access.

☑ WHAT IS RECALL PANA-RECORDING

Recall Pana-Recording is a powerful solution for the recording and storage of telephone calls specifically designed for **Panasonic IP extensions of KX-TDE, KX-NCP and NS-1000** telephone systems. It is a powerful, reliable and scalable solution that allows also real-time call monitoring and listening. Permanent and selective call recording are available according to a series of programmable filters, as well as on-demand recording from user workstations. Recall Pana-Recording is supplied with an intuitive management software which allows the search and playback of recordings in local mode or remotely via web, and to enter comments or assign categories during the conversation o afterwards.

⟳ APPLICATIONS

Public safety and emergencies.
Debt collection, banks, and insurance companies.
Hotline and Technical support.
Call-centers and Telemarketing.
Order processing, reservation centers, and logistics.
Customer-care centers.

SECURITY AND ACCESS LEVELS
Data integrity and protection

According to user profiles, critical operations may be enabled or disabled, for example: listening to recordings of other extensions, erase recordings or sending recordings by email. Audio files may be encrypted **(AES256)** and a digital watermark may be inserted to ensure recording integrity. Recall Pana-Recording is compliant with **Payment Card Industry standards (PCI).** The system administrator may check at any time who accessed any of the recordings.
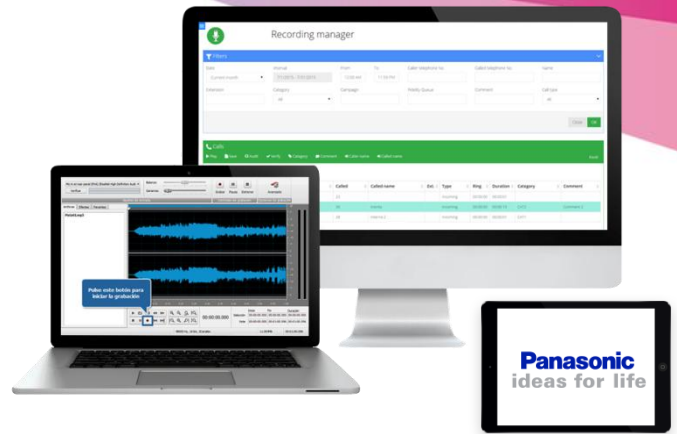
CATEGORIZATION OF RECORDINGS
Labeling according to categories and comments

Audio files may be tagged according to any of the previously defined **categories**, or by adding a free text related with the contents of the conversation (sale, complaint, etc.). Categories may be used for searching recordings.

REAL TIME MONITORING & LISTENING
Software Recall View

The optional **Recall View** module allows authorized users to monitor a group of agents and listen to their conversations in real time.

TECHNICAL REQUIREMENTS	
Hardware	Dual Core or equivalent (3GHz), RAM 8Gb Hard Disk 500Gb 2 LAN ports
PBX	Panasonic KX-TDE, KX-NCP and NS-1000 with CTI Protocol (TSAPI/CSTA)
	Panasonic IP phones KX-NT400, KX-NT300 and KX-UT series
Software	Windows 7, Windows 8, Windows Server 2008 or 2012 (recommended), SQL Express data base supplied (up to 2 million recordings)
	SQL professional recommended from 50 channels

ALARMS
Immediate event Alert

The Recall Alarms module detects events affecting the proper system operation and informs the system administrator, via email and event viewer in real-time.

- ✓ **Inactivity alert** (> x minutes during working hours without recordings).
- ✓ **Hard disk alert** in case of risk of saturation.
- ✓ **Data Base alert** in case software service is down.

SEARCH AND RECORDING CRITERIA
Easy and intuitive search of recordings

Recall Pana-Recording offers different criteria for programming selective recordings, and also allows start-stop manual recording from a software application (**Recall View One**).

Search criteria: Extension, date and time, phone number, call type, name, category and call duration.

STORAGE
SQL data base – Multiple audio formats

Call details are stored in an SQL Express database. The audio is compressed and stored in standard **.wav, True Speech, or MP3 files**, standard or encrypted (up to 250 Hours/Gb). Optionally, recordings may be integrated with existing customer **CRM software**.

Reliable and secure call recording through SPAN (port Mirror) on the switch where the PBX is connected.