



RECALL E1

PROFESSIONAL RECORDERS

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 E1

Recall E1 is a professional solution for call recording and storage of telephone calls. It is a powerful, reliable and scalable solution that allows permanent and on-demand recording. Recall E1 is supplied with an intuitive and secure management software which allows the search and playback of recordings in local mode or remotely via web.

Recall E1 may also incorporate an application which detects events affecting the proper system operation and notifies them by email to the system administrator.



APPLICATIONS

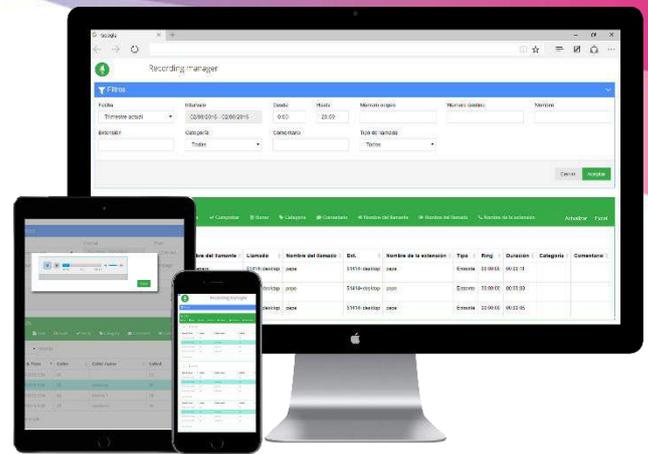
Public safety and emergencies.
Debt collection, banks, and insurance companies.
Hotline and Technical support.
Call-centers and Telemarketing.
Order processing, reservation centers, and logistics.
Customer-care centers.

SEARCH AND RECORDING CRITERIA

Easy and intuitive search of recordings

Recall E1 incorporates different criteria to schedule selective recording and allows on-demand recording by DTMF codes. The user can dial a code that, depending on the configuration of the equipment, allows him to keep all or part of the conversation or delete it definitively from the system.

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



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 SIP is compliant with **Payment Card Industry standards (PCI)**. The system administrator may check at any time who accessed any of the recordings.

TECHNICAL REQUIREMENTS

Hardware	Dual Core or equivalent (3GHz), RAM 4Gb Hard Disk 500Gb, USB
PBX	Optional – SMDR output in the PBX (V24 or TCP)
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.

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**.

CATEGORIZATION OF RECORDINGS

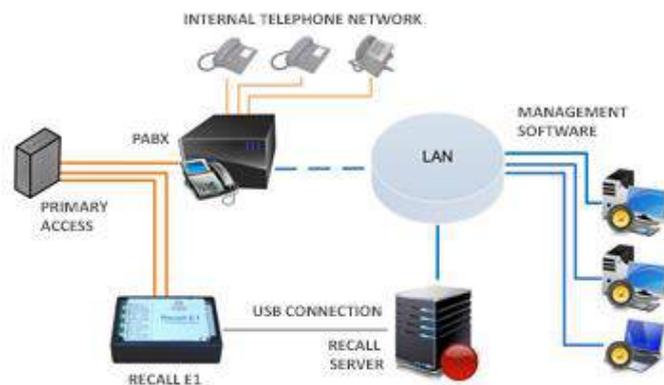
Labeling according to categories and comments

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.

EXTENSION IDENTIFICATION

Optional PriLog Driver

The optional Pri-Log module identifies the extension that makes or receives the call by connecting to the PBX's SMDR output.



ALARMS

Immediate event Alert

The Recall Alarms module detects events affecting the proper system operation:

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.



JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in more than 40 countries and certified by top market players.

Jusan offers solutions for Call Centers, Call Recording, IVR, Call Billing and Traffic Analysis, and develops customized projects adapted to specific customer requirements.

