



RECALL SKY

PROFESSIONAL CALL RECORDING SOLUTION
IN THE CLOUD FOR SIP PHONES

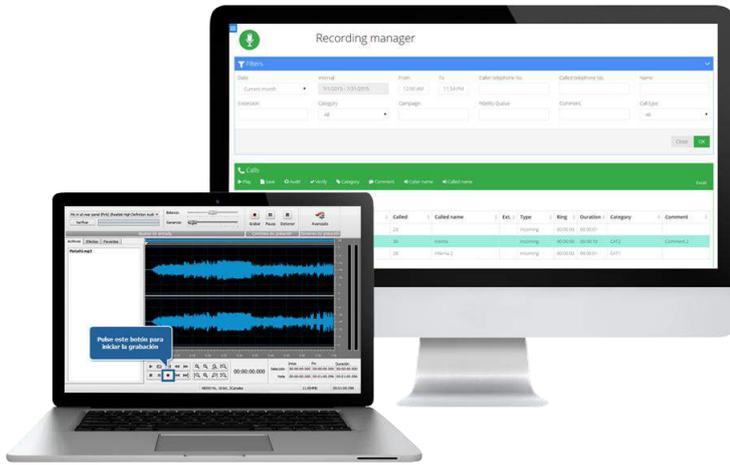
The ability to record interactions with customers is now essential in all the organizations, not only in order to comply with current legislation and codes of conduct but also to optimize the management of transaction data. Once the recording has been made it is extremely important to locate it quickly and easily but also to protect it against unauthorized access and to guarantee its availability. Recall Sky suits the needs of customers that wish to minimize the initial investment, outsource the system management and configuration and offers a wealth of services designed to help you gain the most from your call recording solution.

WHAT IS RECALL SKY

Recall Sky is a professional cloud based call recording solution that has been developed specifically for SIP channels. Software and data are in the cloud in order to reduce installation costs and to outsource maintenance management. The solution is composed of a proprietary appliance connected to the switch and to the LAN. An intuitive web-based management software provides secure access to recordings from any location and via any web browser. Recall Sky includes secure cloud storage that may be easily expanded whenever needed.

APPLICATIONS

Debt collection, banks, insurance companies, reservation centers, customer-care centers, public safety and emergencies, order processing and logistics, hotline and technical support, call-centers and telemarketing, SMEs markets..



MANAGEMENT SOFTWARE

For hearing & sharing your recordings

Recording Manager is a web application to search and hear recordings from any location and any device.

The software allows managing an unlimited number of users with different **access levels**. According to user profiles, critical operations may be enabled or disabled, such as: listening to recordings of other extensions, erase recordings or sending recordings by email.

Recall is compliant with **Payment Card Industry standards (PCI)**, a **digital watermark** may be inserted on the audio files to ensure recording integrity and the system administrator may check at any time who accessed any of the recordings for playback, export or delete.

IMMEDIATE EVENT ALERT

To prevent loss of recordings

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

The alarms report inactivity or disconnections, and opening hours are taken into account in order not to report inactivity alarms when the company is closed.

WHY RECALL SKY

- ✓ Reliable and secure recording
- ✓ Data Confidentiality and integrity
- ✓ No need to allocate IT resources
- ✓ Minimum initial investment
- ✓ Quick search of recordings

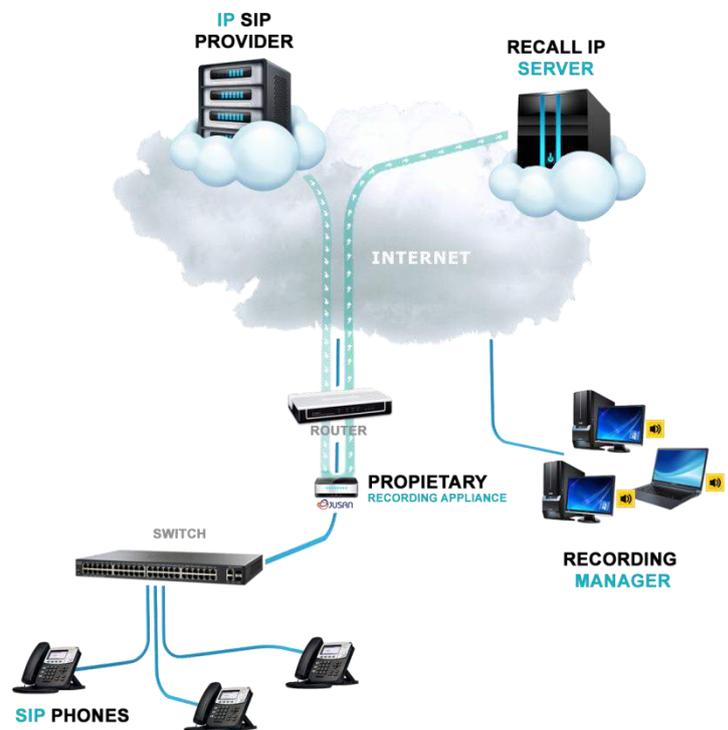
CATEGORIZATION OF RECORDINGS

For sorting out the recordings

Together with the recorded conversation, Recall Sky stores the associated parameters like: calling number, dialed number, call type, date, time, duration, etc..

Audio files may be also tagged by adding free text or keywords related with the contents of the conversation (sale, complaint, etc.). Categories and comments may be used for searching recordings.

In addition, the name of the called or calling party may be automatically or manually added and stored with any recording to speed up filtering and search.



The server and the data are in the cloud, and the customer pays just a monthly fee according to the number of recorded phones.

Recall Sky does not require installing any software locally and has been specially designed for recording SIP channels.

The recording appliance is connected to the telephony switch (Plug'n play) and detects voice and signaling.



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.

