

RECALL

TECHNICAL REQUIREMENTS



RECALL

INNOVATION AND RELIABILITY

The Recall family provides the customer with reliable, scalable, and high performance products, easy to manage and to operate. Over **5.000 Recall have been installed** resulting in more than 25.000 recording channels of different types in partnership with resellers, carriers, and manufacturers, which certify the interoperability between the different Recall models and the most prestigious telephone systems in the market.

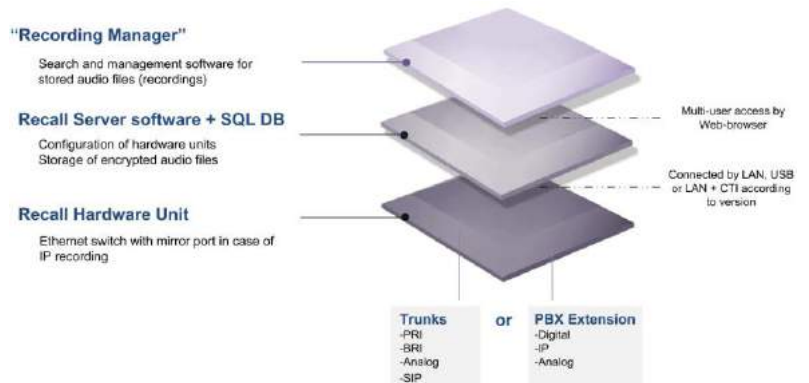
Recall offers **solutions for all types of installations**, for recording internal and external calls, for recording lines or extensions, and for permanent, selective or on-demand based recording. Furthermore, for a “mixed” environment, different Recall models may be easily combined and the recordings are managed through the same software application.

SCALABLE ARCHITECTURE CLIENT-SERVER SOFTWARE + SQL DB

All products in the Recall range are based on the same client-server architecture running under Windows. Recall Software is made of a main software application for configuration and database creation called Recall Server, an SQL database (SQL Express included as standard) for storage of all recordings data (date & time, calling/called number, extension, duration, etc.) and a suite of client applications to access and control the stored recordings, common to all the different models and enabling the combination of various Recall models in the case of ‘mixed’ installations.

Recorded conversations are stored on Encrypted Audio files and various audio formats and compression codecs are supported: wav mono or stereo, mp3 or true speech.

Recall Server is installed on a local server computer provided by the customer. Recording Manager includes also options for the creation and recuperation of database back-up files on external hard disk or DVD.

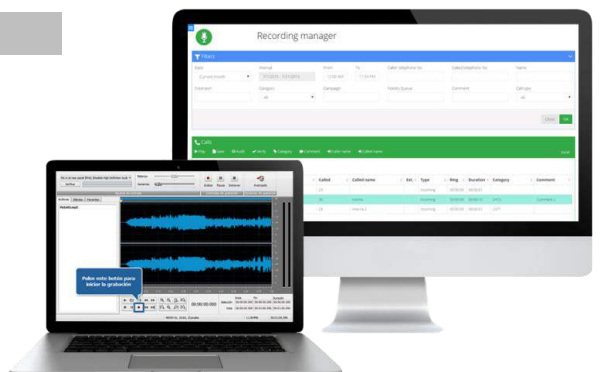


	RECALL ISDN	RECALL PRI	RECALL ANALOG	RECALL SIP	RECALL IP	RECALL DIGITAL
REQUIREMENTS						
Recording source	BRI Trunks	PRI Trunks	Analog Trunks/Phones	SIP Trunks	SIP/IP Phones	TDM Phones
Channels	2 - 30	30 - 120	2 - 30	4 - 500	4 - 500	8 - 144
Interface	Proprietary appliance			Mirror Switch		PCI card
Server PC connection	LAN	USB	USB	LAN	LAN	PCI Card
Blanket recording	●	●	●	●	●	●
On-demand/Selective rec.	●	●	●	●	●	●
Extension identification	● (1)	● (1)	● (1)	● (1)	●	●
Recording of internal calls	○	○	●	● (2)	● (2)	●
Server PC requirements	Windows Server 20012 or Windows Server 2016, Intel® Core or equivalent 3GHz, 8Gb RAM or Windows 7, Windows 8, Windows 10, Intel® Core or equivalent 2GHz, 4Gb RAM (up to 8 channels) SQL Express data base supplied (up to 2 million recordings) SQL Professional recommended for 30 channels or more 1 LAN cards 2 LAN card					
Codec's & HDD capacity	1 LAN card	1 LAN card + 1 USB port		2 LAN cards		LAN + PCI/PCIE
	HDD Sata II, PCM (stereo) 18hrs/Gb, TrueSpeech 250hrs/Gb or MP3 280hrs/Gb					
VMware supported	●	●	●	●	●	●
Requires CTI	○	○	○	○	●	●
SMDR connector	●	●	●	●	○	○
On-demand recording	By DTMF	By DTMF	By DTMF	By DTMF	By Software	By Software
Start/Stop recording	By DTMF	By DTMF	By DTMF	By DTMF	By Software	By Software
PCI compliance	●	●	●	●	●	●
Real time listening	○	○	○	○	●	●
Real time tagging	○	○	○	○	●	●
Categorization of calls	●	●	●	●	●	●
Encrypted audio files	●	●	●	●	●	●
Digital watermark	●	●	●	●	●	●
Immediate event Alert	●	●	●	●	●	●

(1) Subject to licence
(2) Network dependent

RECORDING MANAGER INTUITIVE SEARCH OF RECORDINGS

Recording Manager enables listening to the recordings, tag them, or assign them to different categories to make later searches easier. Software is available as a multi-user Windows application, or in web version accessible from any device connected to internet. Access levels are restricted through a login and a password, and according to the user profiles, critical operations may be enabled or disabled, for example: listening to recordings of other extensions, erase recordings or sending recordings by email.



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 designs, sells and supports solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis, through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.



JUSAN

INNOVATIVE CLOUD TECHNOLOGY

See also **FIDELITY CONTACT CENTER**

Fidelity is an advanced and cost effective Contact Center solution aimed at improving telephone attention and quality of service and providing statistics on the contact center activity. Fidelity allows supervisors to obtain all the relevant information in real time in order to manage and optimize available resources, and a wide range of reports and statistics.

Fidelity is the perfect solution for Call Centers and customer services, helpdesk and technical hotline, reservation and order centers.

Fidelity handles and distributes large volumes of calls, reducing response time and the number of unattended calls and optimizing costs and productivity.

See also **CALLXPRESS SOLUTION**

CallXpress is a state of the art, high performance call billing software designed for the management and analysis of traffic in any PBX. It is intended for both Hotels and Companies, and handles internal and external calls at any time and from any location.

Thanks to its powerful graphic capabilities, both standard and user configurable reports and multi-carrier billing, Call Xpress is the ideal tool for the complete analysis of telephone traffic in your company.