

CCRecord Pro

► Overview

CCRecord Pro is an end-user call management tool that provides:

- Non-intrusive voice recording
- Real-time voice streaming via TCP/IP connection
- Historical voice streams management and playback
- Call signaling and voice archiving

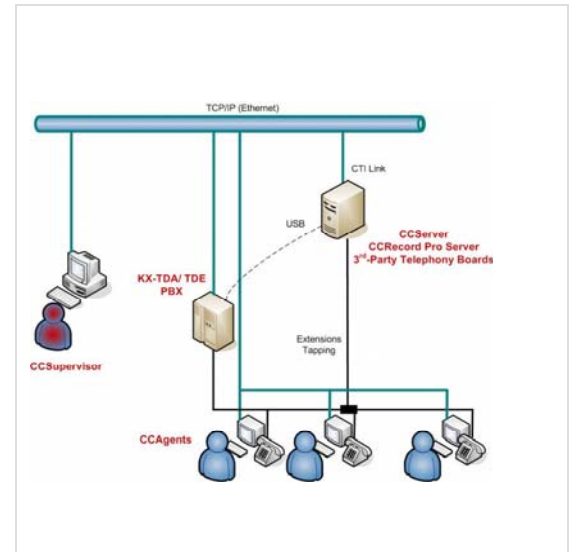
It integrates with PBXMon Pro, CCView Lite, CCView and CCPro.

► Key Features

- Real-time conversation recording
- Easy saving in .wav format and playing in the default player
- Trunk and analog station-side recording
- Stamp recording with Caller ID, ANI and Agent information
- Export Voice Records
- Supervisor right to record specific extensions
- Manual/ Automatic Recording and no time limit for recording
- Variable number of simultaneously recorded calls with the number of installed tapping boards
- Scalable from 16 to 120 channels per server
- Expandable anytime by adding extra tapping boards
- Compatible with Panasonic KX-TDA/TDE PBX systems

► Target Customers

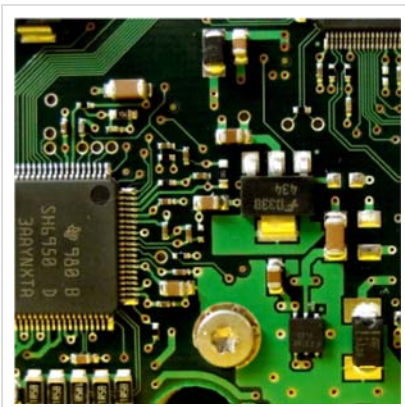
- Government Institutions and Medical Centers
- Insurance and financial services
- Call Centers and Customer Services
- Attorney Offices and Law Enforcement Force



Benefits

- Increase customer confidence, maximizing productivity and dramatically improving employee performance
- Improve call quality control
- Help evaluate and analyze agent-customer interactions
- Perfect aid to Agent training
- Avoid "he said/she said" dispute
- Minimize technology expenditure

System Specifications



- KX-TDA 30, 50, 100, 200 and 600 PBXs with Firmware Versions 2.0080 and up, KX-TDE 100 and 200 PBXs with Firmware Versions 1.0 and 2.0, USB or TCP/IP connection to CCServer Host
- 1U, 2U or 4U rack mounted industrial chassis
- P4 2.8 GHz, 512 MB RAM, 80 GB HDD, 100BaseT NIC
- Analog/ digital tapping boards
- Microsoft Windows 2000 Professional (Service Pack 4 or later), Microsoft Windows 2000 Server (Service Pack 4), Microsoft Windows XP Professional (Service Pack 1 or later), Microsoft Win2003 Server (Service Pack 1 and Service Pack 2) Domain Controller and Workgroup