



iNtelligent telephony applications for the agile business

## Call recording wherever you are – even from your mobile

### What it is

intelligent Call Recording (iCR) provides the flexibility to record calls wherever you work. Recordings can be stored and recalled for reference at any time, without the need to purchase and house expensive on-site recording equipment.

### The proposition

iCR offers true device independence – so you can record your business critical calls on either a landline, IP extension or mobile phone. Most on-site call recording solutions will not handle calls to or from a mobile phone.

### How it works

#### On Demand

Calls can be recorded by pressing the star (\*) key at any point during a telephone conversation and the recording will capture the full telephone call.

#### Record All

Calls are blanket recorded so that all calls are recorded automatically.

Upon completion of a call, the recording is converted into an audio file that can be received via voicemail. It can also be stored and accessed online using the iCR web interface.

Please note that intelligent Number is needed to use the Call Recording service.

### Key Benefits

Ability to **record incoming and/or outgoing calls**

Ability to record calls to or from **any telephone**, including mobile phones

Ideal solution to support staff working from home, **no remote recording equipment needed**

Can be used **selectively** or to **record all** calls

### Delivery / Upgrade

All applications are scalable and can be integrated into the customer's existing infrastructure or provided as a hosted service on a pay-as-you-go basis.

# Features and Benefits of intelligent Call Recording

Feature	Description	Benefit
<b>Device and Network Independence</b>	Provides the flexibility to take calls wherever you work, with the added benefit of recording.	Provides peace of mind. Enhance understanding of the customer experience. Help identify staff training needs. An affordable solution that eliminates the need to purchase expensive on-site recording equipment.
<b>Retrieve and Review Recordings</b>	Retrieve and review the contents of previous telephone calls.	Reduces the risk of misinterpreting information from business calls. Helps resolve disputes on a fair basis. Meets compliance requirements even when using a mobile phone.
<b>Graphical User Interface</b>	Wav file recordings can be collected via Web Assistant.	Easy to use.
<b>Call Recording</b>	A menu-based access to call recording from the mobile phone (requires intelligent Mobile application).	Call recording on the mobile phone.

## Web Interface:



## Recordings sent as .wav attachments to your email account:

