

IPCallRecord

A Web-based Call Recording Solution

The Top Line. Here is a powerful and reliable hosted phone call recording solution for business that is legally compliant, protects the integrity of all recorded call information, and utilizes a user-friendly web-based administration portal.

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When industry regulations or business requirements necessitate recorded phone calls, having a reliable service that is legally compliant is vital to business success. Corporate Telecom's IPCallRecord is a cost effective, easy-to-use hosted call recording service that provides flexibility, scalability and legal compliance. Our IPCallRecord solution requires no capital investment in hardware or software.

IPCallRecord is a carrier-class web-based call recording solution that works seamlessly with the Broadsoft Hosted PBX applications and enhanced IPTrunking products. IPCallRecord is a value-added feature available for Enterprise Standard and Premium seats and IPTrunking Executive and IPTrunking Premium users. IPCallRecord enables both inbound and outbound calls to be recorded and stored as MPEG files for up to 30 days. Up to 5000 minutes per month of call recording is included per call recording user. Easy to use web-based administrative and user portals are utilized that provide access to recorded files, stored call detail records, and enable control of all call recording features. IPCallRecord is a feature-rich application that provides a pictorial and data overview of your company's call usage, including:

- Calls by category
- Frequent calls
- Calls by location
- Active callers
- Call statistics
- Call summaries
- Call monitoring

Illustration A shows the User Access Recorded Tab which provides access to all recording files that are available to the current user. High level administrator users have access to all call recording files.

Number	Day	Date	Time	From Number	Originating Party	To Number	Terminating Party	Duration	Recording	Associate	Archive	E-Mail	Comments	Category
5555550011	Thu	12/18/2008	11:36:40 AM	879215800	Gerband, Inc.	5555550011	CTI Group - 6951	00:01:07						View Category
5555550018	Thu	12/18/2008	9:18:05 AM	508468998	Canwest	5555550018	CTI Group - 6038	00:03:17						View Category
425551094	Thu	12/18/2008	8:57:53 AM	946823300	Linksys	425551094	CTI Group - 6294	00:00:58						View Category
425551092	Thu	12/18/2008	8:36:30 AM	402951390	CDM Integration	425551092	CTI Group - 6292	00:01:02						View Category
5555550007	Thu	12/18/2008	8:07:40 AM	856882000	Rudap Software	5555550007	CTI Group - 6007	00:00:22						View Category
5555550000	Thu	12/18/2008	6:38:18 AM	838882000	Rudap Software	5555550000	CTI Group - 6000	00:00:12						View Category
5555550013	Thu	12/18/2008	6:03:40 AM	879676000	Dialog Inc.	5555550013	CTI Group - 6013	00:01:12						View Category
5555550007	Thu	12/18/2008	5:57:09 AM	5555550007	CTI Group - 6007	572301000	Tango Networks	00:02:13						View Category
425551092	Thu	12/18/2008	2:51:05 AM	425551092	CTI Group - 6292	976920000	Polysat	00:03:51						View Category
425551098	Wed	12/17/2008	11:09:24 AM	830473224	RoadHouse Rest.	425551098	CTI Group - 6298	00:01:05						View Category
5555550002	Wed	12/17/2008	10:36:09 AM	5555550002	CTI Group - 6002	5123476200	Lifeline Cases	00:01:49						View Category
5555550000	Wed	12/17/2008	10:41:41 AM	5555550000	CTI Group - 6000	4204471200	Getforce	00:02:35						View Category
5555550004	Wed	12/17/2008	10:13:47 AM	508468998	Canwest	5555550004	CTI Group - 7004	00:02:41						View Category
5555550014	Wed	12/17/2008	8:47:41 AM	5555550014	CTI Group - 6214	400430600	Sigma Systems	00:01:00						View Category
5555550003	Wed	12/17/2008	8:38:24 AM	300401844	Fit Gazette	5555550003	CTI Group - 7003	00:02:09						View Category
5555550002	Wed	12/17/2008	8:24:36 AM	5555550002	CTI Group - 6002	6087223100	SunFrancis Tech	00:02:11						View Category
5555550008	Wed	12/17/2008	8:11:53 AM	967649321	Takana & Co	5555550008	CTI Group - 6008	00:02:08						View Category
425551097	Wed	12/17/2008	8:07:24 AM	510270269	AGRETY Inc.	425551097	CTI Group - 6207	00:01:01						View Category
425551096	Wed	12/17/2008	7:45:29 AM	855060024	Oracle	425551096	CTI Group - 6296	00:02:59						View Category
425551091	Wed	12/17/2008	7:31:05 AM	946823300	Linksys	425551091	CTI Group - 6291	00:02:25						View Category

Illustration A

Benefits of IPCallRecord Solution• Convenience – Easy to use web interfaces, filters, descriptions, and comment annotation provide system users with tools to quickly find recorded calls.

- Accessibility – Any authorized user with a broadband internet connection and a media player may view and listen to recorded calls or calls in progress via standard web browsers.
- Cost Savings – Minimal common hardware and software is required to begin call recording.
- Easy Administration – Tenant administration determines precisely what calls are to be recorded based upon origination/termination numbers, date, time, and percentage of calls to be recorded.
- Security – Recorded calls required for legal, regulatory, or compliance purposes can be easily transferred from the IPCallRecord system to the user's system individually or in batches.
- Privacy – Tenant administration selects extensions for recording and those calls are only available to users with permission that is granted by the tenant administrator.

Vertical Markets Requiring IPCallRecord

- Aerospace and Defense/Security
- Finance/Insurance & Banking/Real Estate
- Education, Local/State/Federal Government
- Health Care

Corporate Telecomm is a nationwide IP-based network provider that, thanks to a nationwide, high-performance IP network and CLEC footprint, delivers enhanced IP applications to small and medium-sized businesses.



- Hospitality/Entertainment/News/Publishing
- Manufacturing
- Retail/Wholesale
- Transportation/Travel

Corporate Telecomm
14558 Raymer Street
Van Nuys, Ca. 91405
Phone: (866) 452-7284
www.corporatetelecomm.com

Make Your Move. Call Us At (866) 452-7248 To Find Out More About IPCallRecord Solutions And The Entire Portfolio Of Corporate Telecomm Services.