

CallRex



Innovative VoIP Call Recording & Monitoring

TELREX

The demand for call recording has increased dramatically in recent years as businesses work to improve customer service and agent productivity, address security concerns, and comply with new legal requirements such as the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act, Sarbanes-Oxley and SEC regulations.

CallRex allows small and medium businesses to:

- **Improve customer service**
- **Enhance employee productivity**
- **Meet legal and contractual obligations**
- **Resolve disputes**
- **Increase security**



Supported IP Telephone Systems include:

3Com » NBX » SuperStack	Avaya » IP Office » Communication Manager	Cisco » CallManager » CallManager Express
Mitel » ICP	NEC » NEAX	Nortel » BCM
Siemens » HiPath	ShoreTel » ShoreGear	Sylantro » Hosted IP Centrex
Vertical » TeleVantage	VocalData » Hosted IP Centrex	Zultys » MX 250 & MX1200

Call recording and monitoring, capabilities that were once available only to businesses with big budgets, are now going mainstream.

CallRex is an advanced, packet-based, VoIP call recording and monitoring solution designed specifically for small and medium-sized companies that need a full-featured solution at an affordable price.

CallRex uses innovative on-the-wire packet sniffing technology to record VoIP phone calls.

CallRex is software-based and can be installed on standard computer equipment; no proprietary server, expensive telephony cards, or complex installation is required.

Key Benefits

Affordability—CallRex is designed for the SMB market and is significantly less expensive than analog-based or digital-based call recording solutions.

Real-time Recording and Monitoring—Calls can be recorded and monitored in real-time, for both local calls and calls originating at remote locations.

Multi-Media Recording—In addition to recording IP phone calls, the CallRex Multi-Media add-on monitors computer activity in real time, including websites visited, e-mails sent and received, instant messaging and chat sessions, applications used, and screenshots, giving management a complete and integrated view of all telephone and electronic workplace interactions.

No Interference—CallRex is unobtrusive. CallRex simply sniffs packets; it will not interfere with the IP PBX or other mission-critical systems.

Ease of Installation—CallRex is software-based, requiring no trunk taps or expensive third-party telephony cards.

Multi-Site Recording—CallRex Data Collector technology is specifically designed for recording remote sites - even at-home workers - all from one user interface.

Look-Back Call Recording - Begin recording at any time during the call and you'll still capture the entire call.

Call Flagging—Detailed information about every recorded phone call can be saved, including call description, notes, flagged name, and flagged value. Flagging calls allows managers to easily find only the calls they need.

Searching—Specific recordings can be found easily and quickly by using multiple search criteria, including time and date, user name, inbound number, caller ID name, phone number, flagged name or value, and recording group.

Multiple Recording Options—Record 100 percent of calls, or record calls on an ad-hoc basis by simply clicking a button on the client or by using automatic triggers.

Call Log—View detailed information about recorded calls by day, week, month, or by custom date range.

Recording Triggers—Calls can be automatically recorded by triggers: user name, caller ID number and name, percent of inbound/outbound calls, area code, prefix, suffix and wildcards.

Multi-Level Security—Flexible security rights allow administrators to assign monitoring, recording, and playback rights on a per-user basis.

Multi-Site Recording—Record and monitor telephone calls at remote locations, all from one user interface.

Unlimited Recording Sessions—Record and monitor an unlimited number of telephone calls—you won't outgrow CallRex.

CallRex Architecture

CallRex consists of the following three software components:

CallRex Server Software—contains SQL server which stores all of the data associated with the calls, configuration information, and the packet-sniffer that detects voice packets as they travel across the data network.

CallRex Client Software—allows administrators, managers and agents to retrieve and playback calls. The client acts as the user interface for the server.

CallRex Data Collector Software—installs at remote sites to compress and send the recorded call back to the main CallRex Server in real time.

Operating Systems

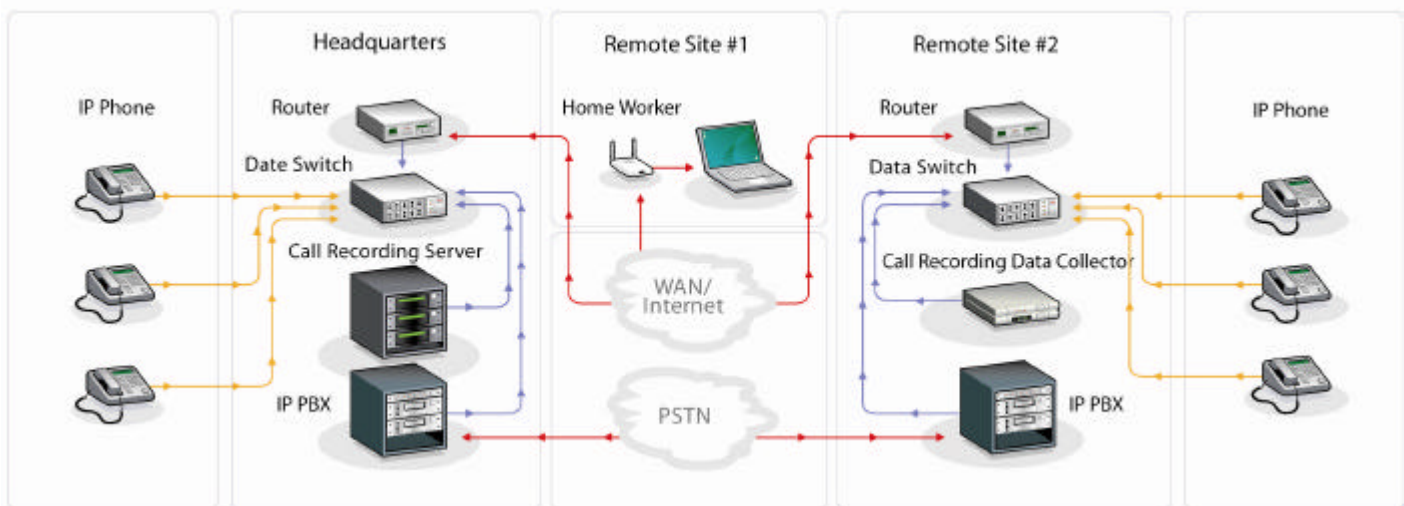
- Windows 2000 Server or Professional
- Windows 2003 Server
- Windows XP Professional

Licensing

- Per phone basis

Storage Requirements

- One minute of recording requires 60 kilobytes



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