

RECORD ON DEMAND

The Record On Demand application enables calls to be recorded instantaneously at the press of a button. Agents can trigger recording as and when they need it, through a simple application toolbar on their desktop PC. The application is installed on any networked PC requiring the ability to trigger recording of calls. The interface can be configured to remain "always on top" or can be located in the Windows System Tray for ease of use and convenience. With Record on Demand, agents have full control of which calls get recorded by simply clicking on the start or stop recording button.

Record on Demand provides:

- Full control of recording
- Individual transaction management
- Maximum utilization of recording resource
- Minimum investment in recording hardware
- Minimum record searching
- Reduced system usage - low maintenance
- Guaranteed issue capture

■ INSTANT TRANSACTION RECORDING

Users of the Record On Demand application can start the recording of any call by simply clicking on the start recording button. The voice recorder will instantly start recording calls for that user, and will continue to record all calls until the user clicks the stop recording button on their PC screen.

■ TAG RECORDINGS

Users have the option to input text against any call, providing a tag or identifier to be entered against the call. This enables the call to be identified and located more easily.



■ PRIORITIZATION

Where recorder resource is shared between many users, as in a selective recording environment, it is possible to over allocate recording availability. To overcome this, the product has three levels of recording priority to ensure that those who have the greatest need to record take priority over lower priority users.

■ FLEXIBILITY

It is possible to record just the important aspects of a call. Recording can be triggered at any point in a call. Or when there is no call in progress, recording will be triggered by the next call.

■ VISUAL ALERT

The application provides the user with a visual indication when the recorder is active, providing the user constant awareness of recording activity.

■ CALL REPORTS

The system provides a set of management reports, which allow you to manage your recordings and resource.



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■ TECHNICAL INFORMATION

Switches Supported:

- Nortel Meridian
- Lucent Definity

General Requirements:

- A network that supports TCP/IP network protocol
- Local or remote CD ROM drive accessible for installation of software

Rules Processing Engine PC Specification:

- IBM compatible PC with a P300 and a minimum of 256 MBytes RAM
- SVGA display with minimum resolution of 1024 by 780.
- Hard disk size depends on storage requirements
- Windows NT4 with fix pack 4
- VoiceBridge 2000 ISA board

Client PC Specification:

- IBM compatible PC with a P200 and a minimum of 64 MBytes RAM
- SVGA display with minimum resolution of 1024 by 780.
- Hard disk size depends on storage requirements
- Windows 95,98 or NT4 with fix pack 4

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