

snowRECORD

A windows-based VoIP Voice Recorder

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Product Highlights

- All web browser based GUIs
- Separate logins for Administrators, Supervisors and Agents
- Agents can view and playback their calls
- Supervisors can see, playback, flag and add notes to team member calls
- Silent Monitor Agent calls using
- Web UI
- RECORD on DEMAND with XML/IP Handsets
- G711, alaw, ulaw compression / codec
- 45 day evaluation license

ITU-T Compliant software implementation



Introduction

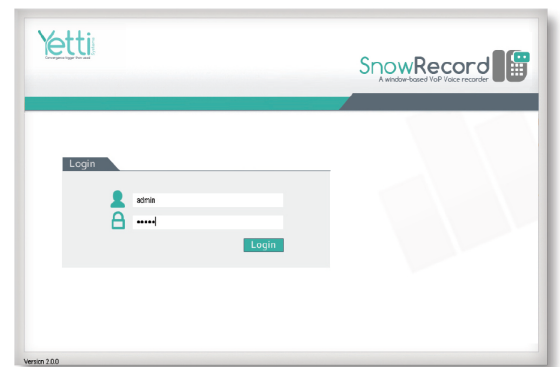
snowRecord is a high functionality and low cost VoIP Voice recorder. It is designed keeping in mind the pressing need of call recording solutions for businesses. Whether the main driver is legal compliance, improving call handling or dispute resolution, snowRecord will help you achieve your objectives. Recording calls is not a problem; what matters is whether you can find them when you need them.

snowRecord is not just a “recording engine”, it is a complete interactive solution which allows you to get value out of your recordings by interacting with others involved. Flag calls, add notes, download calls, download CDR and configure access controls are just a few of the powerful features snowRecord offers.

Web-based interface

Unlike most recording solutions in the market, snowRecord offers a web-based Graphical User Interface (GUI). With web GUI, there is no need to install snowRecord on each machine, all you need to install it on web based server and use it from where you want to use it. The user interface is secured using access control and features activation/deactivation.

- Manage user groups
- Manage users
- Manage recording rules/filters
- Personal dashboards
- Search recorded calls
- Playback recorded calls
- Silent Monitor
- Manage System wide settings
- Agents
- Supervisors
- Administrators



snowRecord-Core Modules

1. System and users recording rules/filters

snowRecord recording engine is governed by the rules and filters set by the organisation. The rules dictate what action should be taken when calls arrive. Should all calls be recorded, except those of the Managing Director? Or should it ignore all calls unless they go into our 30-seat call center?

2. Record-on-Demand

snowRecord offers a powerful feature of recording “on the fly” to let the users decide when they want to record. You can use your telephone XML display to decide if the call be recorded from this point-on or from the beginning to end.

Supported Platforms



Alcatel-Lucent

AVAYA



UNIFY



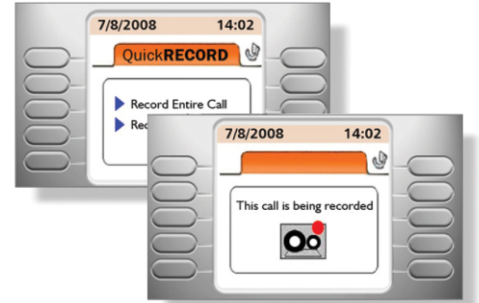
Recording On-demand.

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Even if you choose the option in the middle of the call snowRecord will not miss a thing and give you the full recording of the call.



3. Comprehensive call searching

snowRecord provides a rich application interface to allow users, supervisors and managers to find and work with their calls. You can search calls using date, time, agents, who called, who they called to and variety of other conditions. You can use search parameters, singly or collectively to get to the call or calls you are looking for.

The calls are just a few clicks away

Working with the calls

■ Call Flags Tagging

With snowRecord, you can tag calls with 7 different flags. The flags can be customized as per your business processes. This way, it's not just "a recorded call" it's wealth of information which can help you, improve customer experience, keep track of conversations/deals and transform this to increased revenue.

Tag one call with multiple flags, for example, "Unhappy customer", "Agent Training Required".

■ Download Audio Files or CDR

With snowRecord, you can download call Audio files or CDRs right on your desktop.

■ Call Notes

Exchange information about the call, right "with the call". You can add notes, views, training and coaching information with the call, instead of communicating it separately.

■ Play List

Search the calls you want, decide the ones you want to listen, and just listen. Create a playlist and focus on what you really need to focus on i.e. listening. You do not need to press buttons again and again.

■ Archive/Restore

snowRecord provides an Archiving Server which lets you schedule When the calls should be archived to other locations.

Supported Platforms



Alcatel-Lucent

AVAYA

CISCO

UNIFY



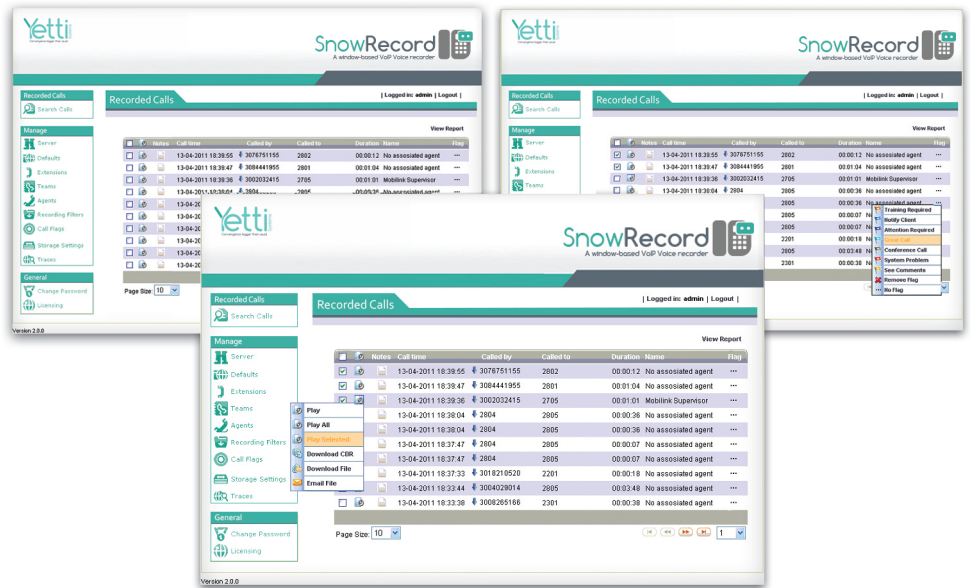
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UI Features



4. Health Management

snowRecord is not a recorder running quietly on a machine. It works with you to tell if there are any anomalies found and upcoming actions to perform. It communicates the fault reports, warnings and critical issues via emails. This powerful module assists the organizations to ensure preventive measures are put in place and react to problems quickly.

■ Disk Space indicator

snowRecord Health module keeps an eye on the disk space usage and sends alerts to administrators if the usage is exceeding the specified thresholds.

■ Call anomalies alerts

Most of the times, the problems occur when network configurations are changed to cater other business needs. snowRecord analyses the system configurations and if finds any anomaly it sends out warning signals to administrators.

■ Connectivity issues alerts

If there are any connectivity issues with certain relevant modules, snowRecord will just NOT sit like other recorders. It will intimate you on the problems it is experiencing rather than wait for you to find them out.

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UNIFY



Feature set

The feature list is summarised below:

- **Browser-based administration/user portal**
- **Comprehensive call search and playback**
 - Refine filters
 - Add call notes
 - Apply flags for auxiliary searching
 - Call restore from archive
 - Playback calls - play, Stop, Rewind, Fast Forward
- **System filters (Record or ignore calls system-wide)**
- **User filters (Personal recording filters)**
- **User management (Define extension to be recorded)**
 - Create system users
 - Manage user groups
 - Manage group administrators
- **Recording quality options (CD, radio or telephone)**
- **Recording formats (WAV, MP3, GSM.WAV)**
- **Automated call archiving**
- **Record-on-demand (IP phone required)**
 - Record entire call
 - Record from this point on
 - Email calls
- **Supervisor privileges include silent monitor**

For a pilot-run of applications, please send us email at mea.enquiries@yetti-systems.com

Recording On-demand.