

UC & Collaboration Solutions



Business Applications and Solutions for Unified IP Telephony

Voice / Call Recording



CommSouth



Recording and archiving solution supporting multiple recording methods; designed for VoIP, TDM, radio, GSM-R, professional dispatchers and much more. A complete voice and video call recording and archiving platform designed for compliance recording, contact centers and other industries.

Call Recording and quality management solution to securely listen, understand and react to the needs of their customers and employees. The solution gives companies the ability to elevate call recording into a secure and regulatory compliant tool, so that clients can mitigate risk and liability exposure while enhancing call center effectiveness, agent performance and optimize communications resources and increase revenue. The features include VoIP and TDM Call Recording, Cloud Based Recording, Note Taking, Email Alerts, Quality Control, Advanced Analytics, Remote Site Support, Regulatory Compliance and more.

If...

- You want higher standards of service.
- You have to accommodate, ever-constricting challenges of corporate governance and regulatory compliance requirements.
- You need total reliability and security for your electronic call records.
- You have to keep track of customer phone interactions for quality, monitoring or legal purposes.
- And you appreciate the importance of implementing a reliable and feature-rich call recording and quality management solution.

Then **CommSouth Call Recording Solution** is for you.

CommSouth recording suite incorporates the latest best practice in international call recording. Combine this with state-of-the-art functionality and partnerships with world-renowned hardware suppliers, and you get a trusted, stable and secure solution that can be customised to your specific business requirements.

Product Features

- **Liability Recording:** Mitigate risk by allowing for fast retrieval and access to all calls to ensure that an accurate record is kept and liabilities minimized.
- **Policy Compliance:** Monitor and score your agents \ employees to ensure that both internal and external policies are being adhered to.
- **Quality Assurance:** Call Cabinet's extensive quality assurance module will allow you to get the most out of your team and provide a fast ROI on your investment.
- **Dispute Resolution:** Easily resolve disputes by recovering and managing exact records of your telephonic communication.
- **Employee Evaluation:** Call Cabinet's unique tools will allow for easy scoring and grading of your employees and allow for fast identification of areas needing improvement
- **Screen Capture:** See exactly what your employees were doing throughout the conversation with easy access to both notes and screen shots.
- **Personal Training:** Use our software to identify areas of concern that require additional training, small amounts of training in the correct areas could be critical.
- **Advanced Reporting:** Easily report on all aspects of your call centre, from number of calls to agent, supervisor and team performance.

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The solution is available either as **virtual appliance or windows installer**, supporting the most popular hypervisors such as **VMware**, and distributed as OVA/OVF (Open Virtualization Format); system deployment is fast and easy. Recording is currently used in VoIP networks serving multi-site structures such as emergency call centers, railway phone networks, highway internal communication networks, finance institutions, public administrations, multi-utilities and many more.

The solution is modular and provides the following the services:

- **Call Archiving:** secure archive of audio files and related metadata; secure access to search and listening functions; scheduled backup on external storage system; advanced storage of audio files including encryption and tampering
- **Active Voice Call Recording:** VoIP channel resources, supporting SIP and G.711/G.729, providing a telephone front end for call recordings based on 3rd party call conferences; the same module allows playing pre-recorded messages during call recording (e.g. warning to call participants)
- **Call connectors:** providing the possibility to use the call archiving unit to collect calls passively through SIP/RTP sniffing from a MIRROR/SPAN port or in case from external units supporting WebDAV, Cisco Built-in-Bridge or standard file transfer methods

Recordings can be searched and played back accessing the easy to use web interface, thus using standard web browsers. Users shall authenticate with proper username and password before accessing the listening console.

The solution provides also a backup function, including periodical data export to a predefined network drive, e.g. an external NAS, using standard FTP or CIFS protocols.

Recording Approaches

Voice recording conversations

- on-demand recording
- automatic recording
- advanced call archiving features
- integrated web based search & play interface

Supported Sources

- voice over IP (VoIP) networks
 - Active recording (SIP, RTP streams)
 - Sniffing (SIP and SCCP)
- Cisco Systems
 - Built-in-Bridge, VG/CUBE media forking and MediaSense
- TDM networks
 - Analog lines
 - Digital lines
 - E1/T1/PRI
- GSM-R & Dispatchers
 - E1 TDM EDSS1 loop tapping & virtual dispatcher for VGCS/VBS
- Radio systems, TETRA/DMR

Recording solution supports **Cisco, Avaya, Microsoft Lync, Broadsoft, NEC, IP Trade, Huawei, Grandstream, Asterisk, Alcatel, Mitel, ShoreTel and many other Telephone systems.** CommSouth provides effective software solutions for enterprise customers in the corporate, government, education, aviation, healthcare, contact centers, banking, hospitality sectors, VoIP service provider and many other industries.

Integrated with Turrets as well



IPTrade

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The CommSouth Difference

Latest Technologies

Enhanced Call Recording, Fully Compliant (FICA, FAIS, POPI, CPA). No additional hardware required, all calls are securely recorded, fully redundant and backed up, 99.99% availability, unlimited growth potential and Web based (HTML 5 architecture). This gives CommSouth the ability to bring unrivalled features and broader controls into our web-based interfaces providing a superior and more productive user experience.

Integration

The solution includes a number of the latest powerful integration tools, which allow our clients access to standard data from the recording Server, and client-specific search and reporting requests. Our basic integration tools include XML-RPC, SOAP XML Based Web services, WCF and client specific APIs.

Lowest total cost of ownership

We strives to develop cost effective industrial strength applications with the lowest total cost of ownership in the industry. We understand the importance of implementing solutions that are not only affordable at the time of acquisition, but in the future as well.

Flexible Licensing

The solution offers a variety of ways to license recording solution. Whatever your budget, whatever your infrastructure and whatever your, CommSouth offers per extension/agent licensing, per port/channel licensing and complete site licensing models.

For more information, please contact

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