

# Samsung Call Recording

Call recording and quality monitoring.



Samsung Call Recording is a fully integrated plug-in module for the Samsung Business Reporting of products, which can record your ISDN30, ISDN2, SIP or Analogue trunks; a complete management and call recording solution contained and managed from a single work station or server. Storing, finding, playback and archiving of calls is just a click away.

Many types of organisations can benefit from Samsung Call Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres/ doctors' surgeries and any FSA regulated company that is legally bound to record calls.

## Why choose Samsung Call Recording?

Seamless integration with your Samsung phone system:

- ISDN30, ISDN2, SIP or Analogue call recording.
- Encryption
- Call tagging/notation
- Trim and extract
- Audit trail of user access and playback
- Extension tagging
- Manual Stop/Start and Pause using DTMF\*
- Automatic Stop/Start with optional CTI\*
- Integrated to your OfficeServ system

## Functionality Overview

### Easy to use

- Simple dashboard layout to find calls quickly
- In-built archiving functionality
- One-click email of recordings from the playback screens
- Extensive search criteria to find a call
- Recordings can be exported as WAV files
- A call is recorded all the way through its route even if a caller is put on hold, transferred or in a queue

### Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage and playback is encrypted
- Automated archiving.

### Flexible

- Any currently installed Samsung Business Reporting package can easily be upgraded to Samsung Call Recording
- Easily scalable and cost effective, from just a few users to many hundreds
- Whether you have ISDN2 and Analogue or ISDN30 and SIP – any combination and number of lines can be catered for in one seamless solution.

### Multi-site recording

Record an unlimited number of sites centrally with web access to any recording.

### Optional enhanced recording upgrade

This upgrade enhances Samsung Business Reporting enabling managers to evaluate calls while listening to them and to report on the evaluations and call outcomes.

### Audit trail of call access

Monitor who played back which calls and when, using the audit trail.

### Compliant

All recordings are securely held in an encrypted format which gives compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built-in DTMF\* support or through integration with the server.

\*DTMF not currently available on SIP trunks. Automated stop/start only available when an exact unique CLI match is provided.

### Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our two methods of deployment are using USB devices or PCI/PCIe cards.

### Comprehensive

A call is recorded from the time it arrives at the system, including when the caller is put on hold, transferred or in a queue, to provide a complete record of verbal transactions and the full caller experience.

## Why Record Calls?

- **Monitor call quality and staff performance** to improve company standards and customer care
- **Resolve 'who said what' disputes** by confirming details from a call such as quantities/specifications of an order, protecting both your business and your staff from disputes
- **Protect staff from abuse**
- **Train staff on call handling techniques** and customer interactions to improve performance
- **Regulatory compliance** (for FSA regulated companies)
  - PCI DSS support
  - Encrypted (legally admissible in court for litigation).

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## FEATURES MATRIX

SYSTEM FEATURE	Samsung Call Recording
Analogue, ISDN2, ISDN30 and SIP call recording	
Security through encryption	Y
Trim and extract recordings	
Save / email recordings as .wav files	
Audit trail of user access and playback	Y**
Daily call analysis	
Call flagging	
Multi-site recording	
Web-based recording playback	Y
Essential reporting	
PCI DSS compliance	
Deployment via USB	
Deployment via PCIe cards	Y***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	Y
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	Y*
Report on call outcomes real-time	
Extension tagging	
Call tagging/annotation	Y**
Call quality monitoring	
Call evaluation, feedback, results and audit reports	

\*Requires contact centre agent

\*\*Requires enhanced recording pack

\*\*\*Requires PCIe card upgrade

Call recording is not supported on virtual machines.

## Minimum system requirements

- Dedicated Dual Core PC, 2.8GHz or faster
- Windows XP / 7 Professional, Vista Business, Server 2008
- 3GB RAM
- 250GB Hard Disk Free Space (C: partition)
- CD-ROM drive, DVD-Ram or NAS for archive

The size of site and number of calls per day does affect the minimum specification of the PC – please enquire if unsure.

Date	Time	Extension	User	Number	Dir	Channel	Duration	Call Tag
14 Aug 2013	18:14	5501	Kerry	0775980191	249110	7023	00:00:54	
14 Aug 2013	21:56	5501	Kerry	07974821742	249110	7022	00:00:27	
14 Aug 2013	21:50	5501	Kerry	07974821742	249110	7011	00:00:56	
14 Aug 2013	20:28	5501	Kerry	01459587149	249110	7010	00:00:25	
14 Aug 2013	19:26	5501	Kerry	01553513962	249110	7008	00:00:25	
14 Aug 2013	18:59	5501	Kerry	01862760985	249110	7008	00:00:27	
14 Aug 2013	18:55	5501	Kerry	02380760786	249110	7007	00:00:14	
14 Aug 2013	18:37	5501	Kerry	01722010111	249117	7006	00:00:53	
14 Aug 2013	18:28	5501	Kerry	07969010209	249110	7006	00:00:15	
14 Aug 2013	18:17	5501	Kerry	Anonymous	249110	7004	00:00:09	
14 Aug 2013	18:16	5501	Kerry	07967281423	249110	7003	00:00:07	
14 Aug 2013	18:13	5501	Kerry	07967301428	249110	7002	00:00:06	
14 Aug 2013	18:11	5501	Kerry	07961131020	249110	7002	00:00:11	
14 Aug 2013	18:09	5501	Kerry	07769941095	249110	7020	00:00:05	

## SERVER STORAGE SIMULATION UNIT: GB

With RTP encryption	agents	1 day	1week	1 month	1 year
Save as encrypted .wav file	10	1.1	5.3	21.1	252.7
Conditions: 460KB/minutes   4 hrs a day   5 days a week   20 days a month	25	2.6	13.1	52.6	631.8
	50	5.3	26.4	105.3	1,263.7

For more information, please visit: [www.samsungbusiness.com](http://www.samsungbusiness.com)

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