

UNIFIED RECORDING SYSTEM

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All-In-One

We offer a call recording system that allows you to have TDM, VoIP and GSM on 1 server all managed with a unified/converged view, including screen and SMS.



Our Unified recording system

MOBILE AND DESK PHONES RECORDING

CIS has launched a new recording solution, together with Spikko, that addresses the need for a centralized and long-term recording for all agents and business employees, both for desk and mobile phones. The solution can be implemented on an existing recording server or a new designated one.

CIS customers that are using the call and screen recording system, and are familiar with the user-friendly web interface, will continue to use it with the capabilities of searching and replaying recordings of mobile calls as well.

Customers that do not enjoy CIS recording system, would be able to get a dedicated system only for mobile call recording and start using a user-friendly system.

The offered solution for mobile call recording is fully automated and is not performed or executed on the actual device. The solution allows an organization to record all business calls without recording private calls. At the same token, the organization owns the business mobile numbers therefore, there is no need to update the customers with a new mobile number when there is an employee's turnover.

How is it done?

CIS collaborated with Spikko to offer an organization a GSM global mobile service. There is no need to change the employee cellular package with the mobile operator. The mobile device will be assigned with a virtual number that is owned by the organization, forever. This technology supports the BYOD (bring your own device) growing trend, since an employee would be able to use their current service and for business purposes will use the assigned business owned virtual number. This generate a quick ROI against the recruiting costs.

All you need to do is to install an app with the virtual business number on the employee device. This mobile number would be the official work number for the specific employee. This number will be used for all business calls – incoming and outgoing including text messages. The unified integrated system will manage the service and will save the calls on the recording server. The system has an advanced search and play capabilities available to authorized users, based on company's permission list.

Mobile Call recording - Features

Adding a virtual mobile number on top of the operator mobile number

The virtual number is used as a business number and enables a firm separation between a personal use vs a business use of the mobile phone. This feature enables the following:

- Recording of all Text (SMS) and calls done through the business number. This number is owned by the organization and will not be used by an employee upon work termination.
- BYOD support, where an employee does not have to carry 2 handsets nor change their private mobile number.
- Business number advanced features, such as: Out-Of-Office after working hours, Organization announcement in the beginning of the call, group calls, etc.

Call recording on demand

Per call for incoming and outgoing calls.

Call and screen recording are saved on a server

No use of the handset memory nor the device data bundle.

Support of new EU regulations – MiFID II

Support of recordings according to the regulation including iPhone devices.

The system can now record and manage voice, screen, mobile calls and text in an All-In-One system

Unified Call Recording Solution

Crystal Quality® is a compliant call and screen recording and quality management solution. It offers a wide range of functionalities that support various business requirements. It is a high-quality system with a user-friendly interface and an easy installation and with high reliability and low service costs. Remarkable high-density solution with up to 500 concurrent recordings per server.



The system backups all the data on the organization's backup servers and can be performed in up to 3 different locations. Upon demand, there is a full restore capability with a touch of a button. The backup is there forever

based on the storage size and is managed in FIFO configuration.

The system supports screen recording in synchronization with the voice recording. The permission settings guarantee access to the recordings only to authorized users. The solution is based on a server with Crystal Quality® software that enables Active recording from PBX that supports it or via Port Mirroring.



Our Joint Solution

Crystal Quality®, CIS's Innovative Call and Screen recording system with quality management suite, helps call centers with multiple channels, including desktops phones, identifies service gaps and improves customer's experience. With Spikko's integrated capabilities, the system can now also record and manage mobile calls (voice and text) in an All-In-One system. Such a solution addresses the global need for a unified recording platform that is required by evolving regulation such as MIFID II, Dodd-Frank and FCA. The mobile call recording works on the existing phone and SIM, and offers a full compliant global mobile number recording even when the user is in roaming, with privacy protection against recording of personal calls. The solution fully supports Bring Your Own Device (BYOD) scenarios.

Contact Us

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