



EQUINOX INTEGRATED BUSINESS®

eVOICE SMARTRECORD IP™

Equinox Corporation 3922 Brinton's Mill, Marietta, GA 30062: 678-498-4020

www.equinoxcorp.com

eVoice SmartRecord IP – VOIP Recording

eVoice SmartRecord IP is a carrier-class, VoIP call recording solution that eliminates the need for premise-based recording equipment and packet-sniffing technologies. Businesses, call centers, enterprises and the public sector all face increasing requirements for call recording to meet regulatory, quality management, and legal demands. eVoice SmartRecord IP is a VoIP call recording solution that uses a unique approach to capture telephone conversations. The technology helps eliminate costly network changes or the deployment of multiple premise-based recorders by acting as a central recording device within the network.

Features

eVoice SmartRecord IP VoIP Call Recording is developed upon a proven set of features demanded by enterprise customers and call centers.

- **Web Interfaces**
- **Multi-tenant architecture**
- **Dashboards** - summarized information is provided in an appealing dashboard format.
- **Annotation** - offers the ability to add electronic markers in recorded calls as well as to attach documents for advanced contact center functionality.
- **Alerts** - e-mails are sent based upon user-defined business rules when call criteria is met.
- **Categorization and Commenting** - advanced search functionality allows the user to quickly find calls based upon user defined categories and text comments.
- **Privacy** - Tenant administration selects extensions for recording thus allowing the business user to control recording of sensitive extensions or information. Recorded calls are available to system users on a permissions basis, as assigned by the tenant administrators.



Each of the EIB offerings is ala-carte and pay-as-you-go.

There is no major long term commitment. So pick what you need as you need it.

Scale up or scale down as your business requires.

Benefits – Protect Business: Save money and comply to regulations

Low Total Cost of Ownership - unlike packet sniffing recorders, eVoice SmartRecord IP records from one central location in the network, reducing hardware deployment and management overhead.

Low Impact Installation - eVoice SmartRecord IP is implemented with minimal network impact.

Cost Savings - eVoice SmartRecord IP requires little or no capital expenditure by the customer for this business critical application when purchased through a Equinox's Hosted VoIP service.

Unique Features - eVoice SmartRecord IP offers supervisors and managers the ability to monitor or interrupt calls in progress, either in secret, with selected, or with all participants.

Convenience - Easy to use web interfaces, filters, descriptions and comment annotation provide system users with tools to quickly find recorded calls.

Accessibility - Recorded calls are viewed and accessed via standard web browsers and media players, which enables any authorized user with a broadband internet connection and a media player to view and listen to recorded calls or calls in progress.

Easy Administration - Tenant administration determines precisely which calls are to be recorded, based on origination/termination numbers, date, time and percentage of calls to be recorded.

Security - Recorded calls required for legal, regulatory, or compliance purposes can be easily transferred from the eVoice SmartRecord IP system to the user's system either individually or in batches.

For more information, contact us at eSales@equinoxcorp.com, or call us at 678-498-4020

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