



VoIP Recorder is a software solution for recording phone calls. It is suitable for call centers and help desks based on IP phone systems. It can be implemented in companies of all sizes.

Easy to use and responsive Web control interface enables setup and control of phone call recording, live audio preview of active calls, search and view call details, playback call records, view registered terminals and agents...

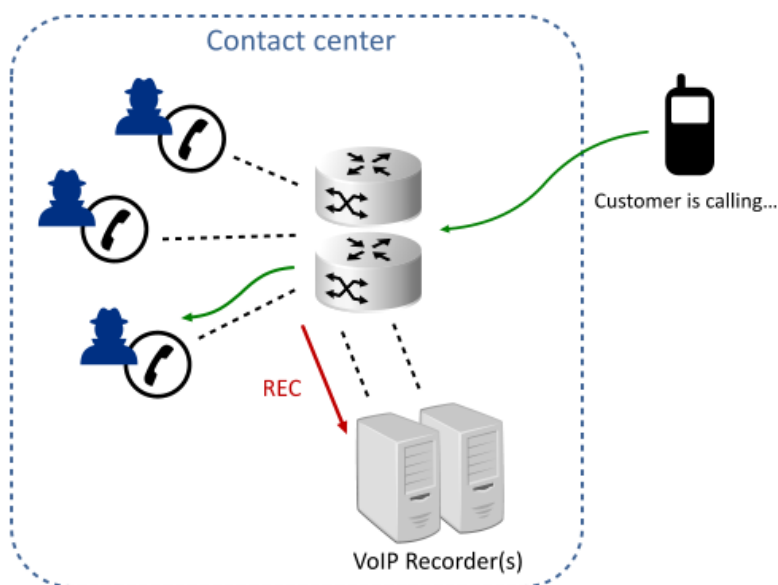
The screenshot shows the REC VoIP Recorder web interface. On the left is a navigation sidebar with options: Dashboard, Search, Terminals, Settings, Services, Import, Recording rule, Agent, Neighbors, Transfers, Encryption, Email, Log, User, Health, Logout, and About. The main area contains search filters: 'Hide' (down arrow) and 'Auto' (checked), 'Uuid identifier', 'Caller (Ani)', 'Called (Dnis)', 'Selected date' (3/29/2019), 'Begin date' (3/29/2019), and 'End date' (3/29/2019). There is a radio button for 'Use begin and end date interval'. Below the filters are buttons for 'Search', 'Previous', 'Next', and 'Play'. A table displays call records with the following data:

(A) Caller	Display name	(B) Called	Display name	AgentID	Agent name	Call-Id	Begin Date	Duration
0140071206	Cindy	0110080804	Lisa	0	Agent-X0	59984/1	2019-03-29 1	00:03:48
0110071249	Jackie	050080833	Arsen	1	Agent-X1	23919/1	2019-03-29 1	00:07:44
050071274	Leo	060080849	Marin	2	Agent-X2	19804/1	2019-03-29 1	00:05:30
0100071280	Eleonore	010080854	Albert	3	Agent-X3	27639/1	2019-03-29 1	00:04:31



KEY FEATURES

- Supports SIP & RTP.
- Generic SIP interface for accepting and recording any voice call.
- Integration with Cisco Unified Communication Manager.
- Cisco Jtapi integration for resolution of phone or terminal names.
- Cisco CTI integration for agent name resolution.
- SIP Router enables forwarding of calls to another phone or SIP exchange.
- Recording calls on Asterisk system with Asterisk Bridge.
- Packet Interceptor for capturing VoIP call packets live from network card.
- Neighbor discovery for automatic setup of recording system clusters.
- Transfer service for instant replication of call records in a cluster.
- Audio encodings in G.711 u-Law and A-Law, G.729 or Speex format.
- AES-256 bit encryption of call records.
- Web UI is easy to use and responsive.
- Live audio preview.
- Search call records by caller and called number or by date.
- Playback of call records directly from search results.
- Selective call recording.
- Call records import.
- Scheduled compression of call records.
- Download call records as *.wav files.
- User management through local user database, LDAP or Active directory integration.
- E-mail notifications.





WEB CONTROL INTERFACE

- View active calls being recorded and preview live audio in dashboard.
- Search call records by caller and called number or by date.
- View call record details and play audio directly from search result.
- View registered terminals (VoIP phones) and check their state.
- Setup connection parameters, integration points to Call Manager, service configuration and user authorization.
- View state of each service and manage each individual component.
- View registered agents and check their state.
- View all VoIP recorders in a cluster.
- View current transfers of call records in a cluster.
- Setup route to another proxies or exchanges and view list of registered phones.
- Capture VoIP call packets live from network card and store them to a file.
- Setup parameters for call recording on Asterisk system, view registered phones, phone lines, active phone lines and connected channels.
- Define rules for call recording.
- Import call records from file.
- Setup encryption of call records.
- Setup e-mail to receive audit message whenever administrative change occurs in system.
- Manage users in local user repository.
- Check health of a system through memory consumption, CPU usage, uptime, etc.

The image displays three overlapping screenshots of the REC VoIP Recorder web interface. The top screenshot shows a call record table with columns: (A) Caller, Display name, (B) Called, Display name, AgentID, Agent name, Call-Id, and Begin Date. Below the table, call details are shown, including UUID, Caller, Called, Call-Id, Cisco int. value, Call ref(Ci) value, Agent Id, Agent Name, Begin Date, and End Date. The middle screenshot shows a search interface with fields for Uuid identifier, Caller (Ani), Called (Dnis), and Selected date (10/17/2019). The bottom screenshot shows a terminal list table with columns: Name, Extension, IPv4, IPv6, State, Device State, and Registered. Below the table, terminal details are shown, including Name, Extension, IPv4, IPv6, State, Device State, and Registered.

(A) Caller	Display name	(B) Called	Display name	AgentID	Agent name	Call-Id	Begin Date
1000@192.168.56.101		1001@192.168.56.1				1410160677-660515645	2019-10-09 08:58:55

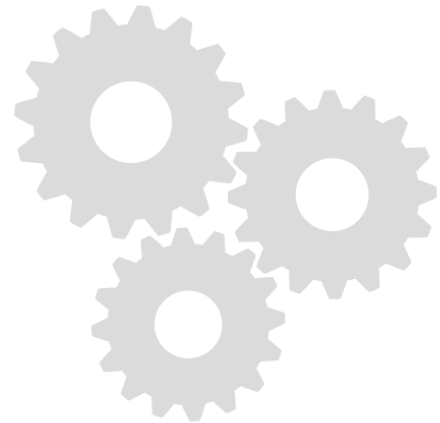
Name	Extension	IPv4	IPv6	State	Device State	Registered
SEP001FCA345D10		/10.7.83.3	null	IN_SERVICE	IDLE	true
SEP5CA48AFF201		/10.7.2.172	null	IN_SERVICE	IDLE	true
SEP001A2F63E645		-	-	OUT_OF_SERVICE	-	false
SEPAC7E8A2A900E		/10.7.2.215	null	IN_SERVICE	IDLE	true
SEP9C57ADD34472		-	-	OUT_OF_SERVICE	-	false
SEPC4143C8AC82B		/10.7.2.206	null	IN_SERVICE	IDLE	true
SEP080027COAA7B		-	-	OUT_OF_SERVICE	-	false

Display name	(B) Called	Display name	AgentID	Agent name	Call-Id	Begin Date	Duration
Indy	012007104C	Jackie	0	Agent-X0	65264/1	2019-10-16	0
libert	0110071083	Diana	1	Agent-X1	903/1	2019-10-16	0



MINIMAL SYSTEM REQUIREMENTS

- Intel x86 server system
- Minimum 4 GB of RAM
- Minimum 80 GB of disk space, or NAS / SAN storage system
- Linux, *BSD operating system
- Java 8, runtime
- SQL database (PostgreSQL preferred)



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