RECorder

RECorder MX-ONE

In call centres, customer service hotlines, dispatch centers or even in an office environment it is often necessary to make automatic or on-demand voice recordings.

Voice recording systems need to accommodate a great variety of user requirements. Therefore, the recording capacity, the features and a flexible interface to enable compatibility with other systems may save you additional expenses while improving the variety of uses of the system.

Using RECorder, a voice recording application that is compatible with the Mitel (formerly known as Aastra) MX-ONE Telephony System, you can make active voice recordings via IP without the need of port mirroring. Using the CSTA Phase III (CTI) protocol of the MX-ONE system the RECorder application can record all the required call information in its database.

Mitel/Aastra MX-ONE Telephony System compatibility

- voice recording of IP extensions without port mirroring

Automatic and on-demand voice recording

- even in mixed mode

Flexible capacity extension

- From 4 channels up to 100 channels

Cleverly simple

- Clear and easy to use web-based interface

Improves customer service quality

- Users with the required privilege can play back their own or specific team members' voice recordings

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Compatibility with Mitel (formerly Aastra) MX-ONE Telephony Systems

RECorder can record IP traffic without port mirroring when used with the majority of MX-ONE compatible Mitel/Aastra IP system phones and Mitel/Aastra SIP phones.

The choice of hardware is yours

RECorder is a software application that can be run on most of today's current Windows operating systems, which means it can be seamlessly integrated into your own IT environment – you can even use a virtual server.

Automatic and on-demand voice recording within the same system

Do you require both automatic and on-demand voice recording? No need to choose or use two different systems: you can record any extensions automatically or enable its user to start voice recording from their own phone whenever required. Recording stops at the end of the conversation or upon a second push of the record button.

User interfaces for users, team managers and system administrators

The system administrator can set up users that can replay their voice recordings via the web-based interface and team managers can be authorised to access their team members' recordings.

Quick and easy search among voice recordings

The web-based interface offers search options that go beyond the usual parameters (period, incoming or outgoing call, caller id, number called) and enable querying additional data (case number, notes), thereby enabling voice documentation and integration with other system (e.g. CRM, business management systems).

Search: Extension number | Search | Clear filtering | Row: 10 | Page 1 of 34 | Total 338 Items

Start calling	Stop calling	Extension number	Extension name	Call direction	Remote number	Case number	Comment	Actions
2015-10-15 14:16:20	2015-10-15 14:16:34	8611	Aastra 6869i	⇦	8612			
2015-10-15 14:15:14	2015-10-15 14:15:26	8611	Aastra 6869i	⇦	8612			
2015-10-15 12:59:38	2015-10-15 12:59:48	8611	Aastra 6869i	⇨	8536			
2015-10-15 12:54:06	2015-10-15 12:54:18	8611	Aastra 6869i	⇨	8536			
2015-10-15 12:53:57	2015-10-15 12:54:18	8611	Aastra 6869i	⇦	8612			
2015-10-15 11:55:10	2015-10-15 11:55:23	8611	Aastra 6869i	⇦	8612			
2015-10-15 11:53:13	2015-10-15 11:53:32	8611	Aastra 6869i	⇨	8536			
2015-10-15 11:49:46	2015-10-15 11:50:14	8611	Aastra 6869i	⇨	8536			
2015-10-15 11:49:23	2015-10-15 11:50:14	8611	Aastra 6869i	⇦	8612			
2015-10-15 11:47:53	2015-10-15 11:47:58	8611	Aastra 6869i	⇨	8536			

High capacity and flexible extension

You can use the same system to record the voice traffic of just a few channels or as many as 100 IP extensions. The system management interface enables you to select or change the extensions set up for automatic or on-demand voice recording with just a few mouse-clicks.

Security

The system is protected by a multi-level authentication scheme; voice recordings are stored on a central server so you can manage them in full compliance with your company's internal rules.

Specifications

FEATURES

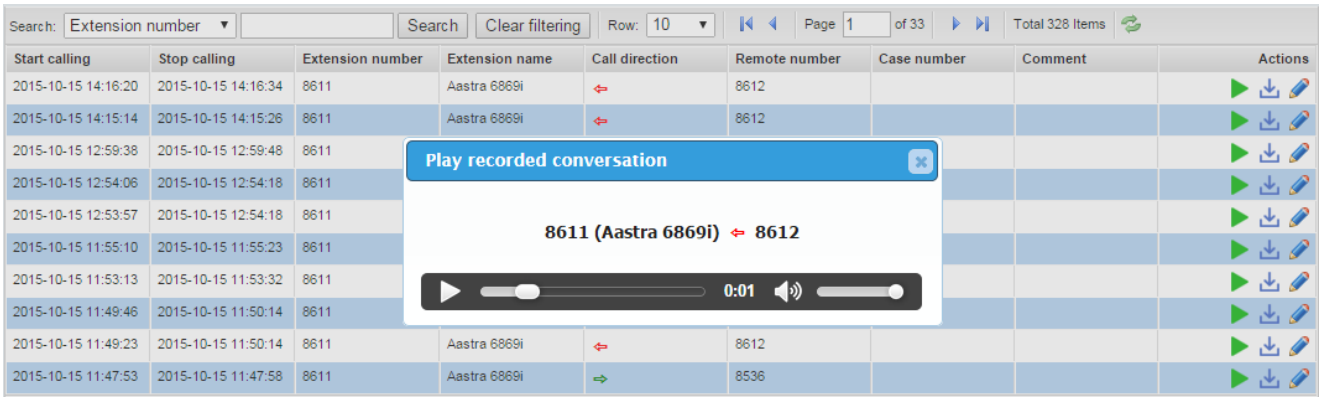
Extensions set up for recording:
Extensions set up for manual automatic recording can be viewed and modified under the Extensions menu of the web-based system administrator interface (administrator privileges required).

Automatic recording:
Without port mirroring (active recording).

On-demand conversation recording:
Recording of the pending conversation can be started and stopped by pressing two pre-defined buttons of the phone.

Search
You can search the call log for a specific period, call direction, the number and/or name of the recorded extension, the caller number, case number, comment and certain combinations of these parameters.

Playing back and downloading recordings:
The web-based user interface can be used to play back voice recordings with a HTML5 media player (privilege restrictions apply). Administrators can also download the recordings in .mp3 format.



TECHNICAL DATA

File format of voice recordings:
MP3

VoIP codecs supported:
G711a and G711u

Capacity:
Simultaneous recording on up to 100 channels.
The number of extensions that can be recorded depends on the user license.

SYSTEM REQUIREMENTS

PBX

Mitel / Aastra MX-ONE 5.0 and 6.0
(On-demand voice recording is not supported by older versions)

CTI interface

Mitel MX-ONE CSTA Phase 3

(MX-ONE 5.0 requires an MX TS VoIP recording and an MX TS CSTA III user voice recording licence, while MX-ONE 6.0 requires an MX TS CSTA3 Call Control User and an MX TS CSTA3 3rd party monitor User licence.)

Server (PC) minimum hardware requirements

2.4 GHz processor/core
250 GB storage capacity
minimum 4 GB RAM

Operating system

Window 7, 8, 8.1, Windows 2008 and 2012 Server

Supported phones

Mitel / Aastra / Ericsson Dialog 4420 02, 4422 02, 4425 02
Aastra 7433ip, 7434ip, 7444ip, 7446 (5446) ip
Mitel / Aastra 6730i, 6731i, 6735i, 6737i, 6739i, 6753i, 6755i, 6757i
Mitel / Aastra 6863i, 6865i, 6867i, 6869i

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Please request a quotation at assono.hu here>>!

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