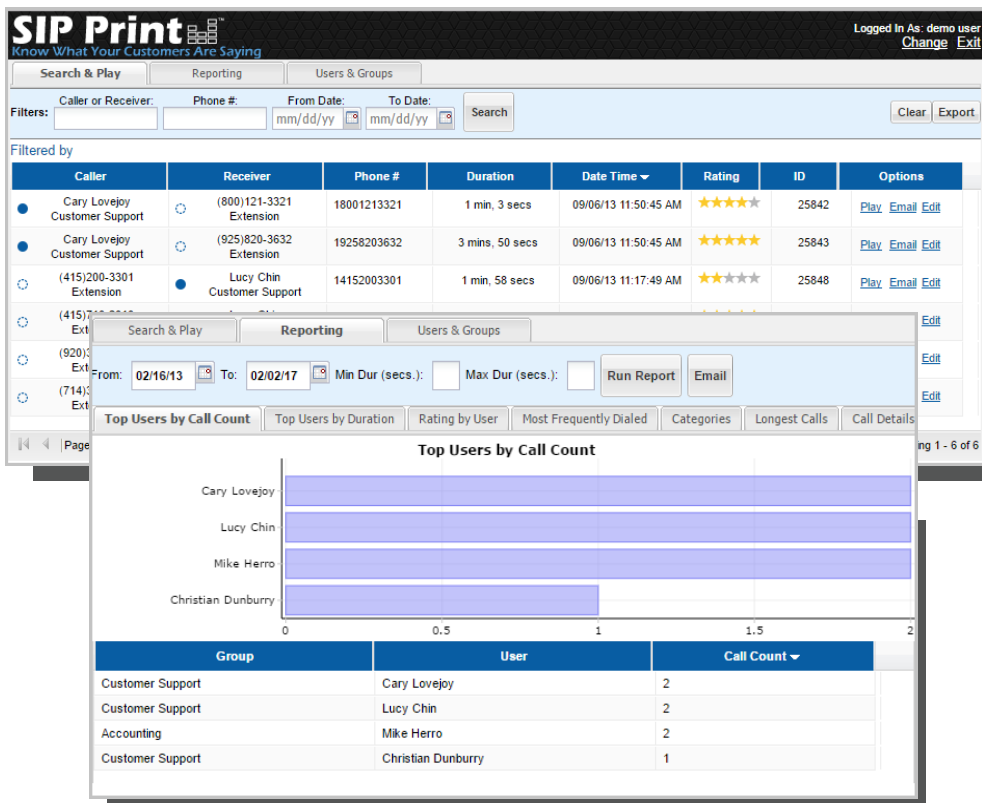


Hosted Call Recording as a Service Understanding Customer Interaction is For Everyone



The screenshot displays the SIP Print web interface. At the top, there are navigation tabs for 'Search & Play', 'Reporting', and 'Users & Groups'. Below these are search filters for 'Caller or Receiver', 'Phone #', 'From Date', and 'To Date'. A table of call records is shown with columns for Caller, Receiver, Phone #, Duration, Date Time, Rating, ID, and Options. Below the table, there are more search filters and a 'Run Report' button. A 'Top Users by Call Count' report is displayed as a horizontal bar chart and a table below it.

Group	User	Call Count
Customer Support	Cary Lovejoy	2
Customer Support	Lucy Chin	2
Accounting	Mike Herro	2
Customer Support	Christian Dunburry	1

CALL RECORDING FOR:

TRAINING PURPOSES
QUALITY ASSURANCE
CUSTOMER SATISFACTION
MONITORING
LEGAL / COMPLIANCE

CALL CENTERS
FINANCIAL SERVICES
LEGAL SERVICES
EMERGENCY SERVICES
LAW ENFORCEMENT
EDUCATIONAL INSTITUTIONS
STATE & LOCAL GOVERNMENT

CALL RECORDING / PLAYBACK FEATURES

- Call Recording in Standard Media Formats
- Call Playback on Standard Media Players
- Search by Agent Name
- Search by Area Code and Prefix
- Extension and Name Lookup
- Caller ID
- Fast Forward and Rewind
- Time and Date Stamping
- Email Calls Inline
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL REPORTING FEATURES

- Top Callers by Quantity
- Top Callers by Duration
- Call Ratings by Agent
- Most Frequently Dialed
- Longest Calls
- Call Details

Understanding Customer Interaction is For Everyone

The SIP Print Cloud edition records calls for specified users without requiring any integration with a Call Server or IP-PBX required. While calls are searchable and playable via the Cloud User Interface the media files are stored locally on the SIP Print Cloud appliance. With 5 minutes of installation and 20 minutes of configuration you can start recording calls with up to 3+ years of storage. And with automated archiving, your calls can be stored on a network in perpetuity.

CALL CAPTURE FEATURES

- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific
 - SIP/SCCP
 - G.729, G.711

SOFTWARE LICENSING

- Subscription Pricing
- Based off of Users to Record
- SuperUser Logins: 1
- Administrator Logins: Unlimited
- Call Recording User Logins: Unlimited
- Reporting User Logins: Unlimited

VOICE SYSTEMS COMPATIBILITY

Cisco, Allworx, Broadsoft, Metaswitch, Netsapien, Hosted Cloud VoIP Providers, Asterisk, Adtran, Coredial, Grandstream and More...

Cloud Appliance Specifications

- Processor: Intel Celeron 2.0GHz CPU
- Memory: 4GB
- Storage: 250GB Enterprise 7200RPM HDD
- LAN: 2x Gigabit NICs
- Ports: 2x USB Port, 1x VGA Port
- Power Supply: 60W DC Power Adapter
- System Cooling: 1x 4cm cooling fan
- Dimensions (WxDxH): 7.68 x 7.68 x 1.7 inch/95.0 x 195.0 x 43.0 mm
- Weight: 3.86 lbs / 1.75 kg
- RoHS Compliant



Front



Back



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