

A Look Back on Developments in the VoIP Call Recording Space



By Juliana Kenny

It has been a rather exciting year for the call recording industry with developments in various sectors of the market, explorations into cloud-based solutions, and SIP Print (News - Alert) was not to be left out of all the hub bub. The traditionally-SMB-g geared call recording manufacturer had a huge year with exploring new verticals, markets, and expanding its presence in the hosted arena.

Partnering with Coretegra earlier this year brought SIP Print's appliance-based solutions featuring effective automated logging, auditing, and recording to the Iraqi Ministry of the Interior enabling the organization to collect security information and intelligence from Iraqi citizens. SIP Print's innovations give the Iraqi MOI the ability to garner intelligence used to protect citizens and monitor public safety and operations when combined with Coretegra's information technology solutions.

SIP Print's leaders believe that 2012 will witness the explosion of the SMB, and the company has already been hard at work improving upon its existing products to support the call recording needs of the small to medium-sized businesses, but for enterprises as well.

At TMC's ITEXPO (News - Alert) West 2011 in Austin, TX earlier this year, Jonathan Fuld, CTO for SIP Print revealed that the company developed an ACD recording system for the SMB – a first in the call center world. He noted that the “little call centers” are the ones that are going to demonstrate true market growth in the coming years.

“We think the SMB is the backbone of America,” Fuld said, “and we wanted to offer that spectrum of businesses the ability to have access to an ACD recording system because what you're finding is that many of these companies have their own little call centers. They have

their ACDs, but they have no way to see where that information is coming from, how long are people on hold, or how many agents they have tied up.”

With requests from certain vendors to compete with the largest, most well known manufacturers, SIP Print is looking forward to addressing the challenges of 2012, whether it be the economy, the technology, or exploring new verticals.

Juliana Kenny graduated from the University of Connecticut with a double degree in English and French. After managing a small company for two years, she joined TMC (News - Alert) as a Web Editor for TMCnet. Juliana currently focuses on the call center and CRM industries, but she also writes about cloud telephony and network gear including softswitches.