

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

The screenshot displays the SIP Print web application interface. At the top, there are navigation tabs for 'Search & Play', 'Reporting', and 'Users & Groups'. Below these are filter fields 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 tabs for 'Top Users by Call Count', 'Top Users by Duration', 'Rating by User', 'Most Frequently Dialed', 'Categories', 'Longest Calls', and 'Call Details'. A horizontal bar chart titled 'Top Users by Call Count' shows the number of calls for four users: Cary Lovejoy (2), Lucy Chin (2), Mike Herro (2), and Christian Dunburry (1). Below the chart is a table with columns for Group, User, and Call Count.

Caller	Receiver	Phone #	Duration	Date Time	Rating	ID	Options
Cary Lovejoy Customer Support	(800)121-3321 Extension	18001213321	1 min, 3 secs	09/06/13 11:50:45 AM	★★★★★	25842	Play Email Edit
Cary Lovejoy Customer Support	(925)820-3632 Extension	19258203632	3 mins, 50 secs	09/06/13 11:50:45 AM	★★★★★	25843	Play Email Edit
(415)200-3301 Extension	Lucy Chin Customer Support	14152003301	1 min, 58 secs	09/06/13 11:17:49 AM	★★★★★	25848	Play Email Edit

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

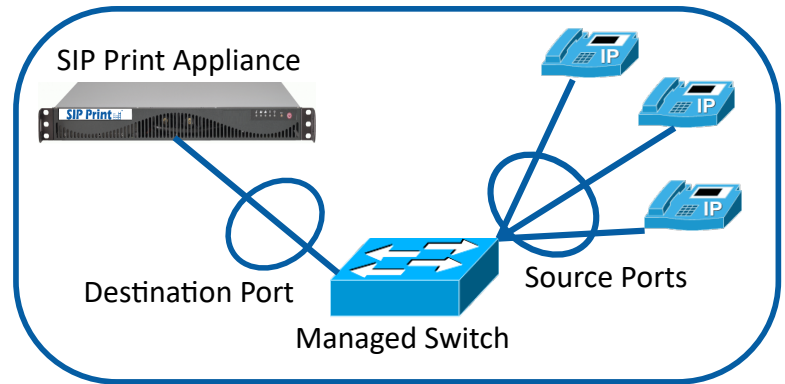
- Call Recording in Standard Media Formats
- Call Playback on Standard Media Players
- Search by Agent Name
- Search by Area Code and Prefix
- Extension and Name Lookup
- Caller ID
- Fast Forward and Rewind
- Time and Date Stamping
- Email Calls Inline
- Secure Multiple Manager Access
- Archive and Audit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

CALL REPORTING FEATURES

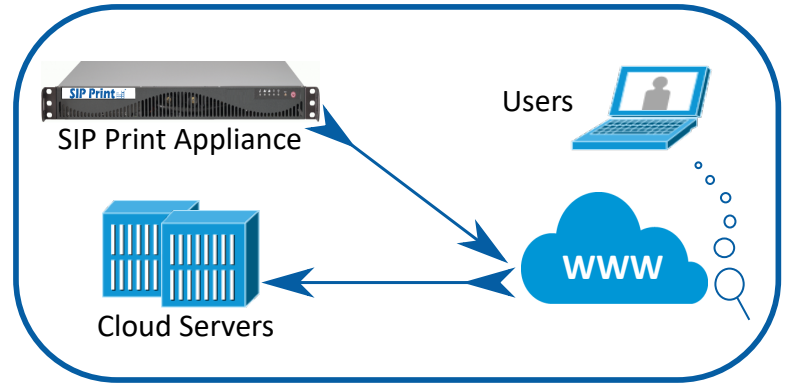
- Top Callers by Quantity
- Top Callers by Duration
- Call Ratings by Agent
- Most Frequently Dialed
- Longest Calls
- Call Details

SIP Print Cloud Architecture

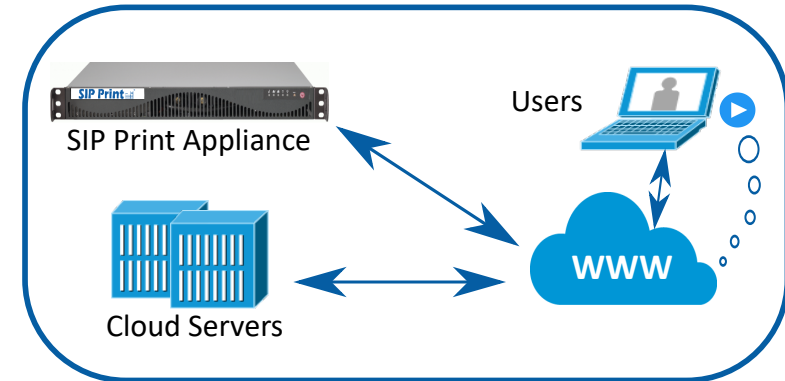
Calls are captured and stored locally with available DES file encryption conforming to Federal Information Processing Standards.



Meta data is pushed to the SIP Print Cloud over a secure Outbound Connection to NIST compliant servers where the call records are searchable in the SIP Print Cloud Portal



When a User plays a call, the media file is pushed from the premise based SIP Print Appliance over a secure (SSL) connection to the SIP Print Cloud Servers then down to the Users Web client.



SIP Print Cloud Appliance Specs

Appliance Models	SME	SMB	Express
Recorded Users	200	70	15
Concurrent Calls	200	70	15
Minutes of Recording	18.6 Million	9.3 Million	2.3 Million
Admin/User Logins	Unlimited	Unlimited	Unlimited
Signaling Support	SIP/SCCP	SIP/SCCP	SIP/SCCP
Codec Support	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729



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