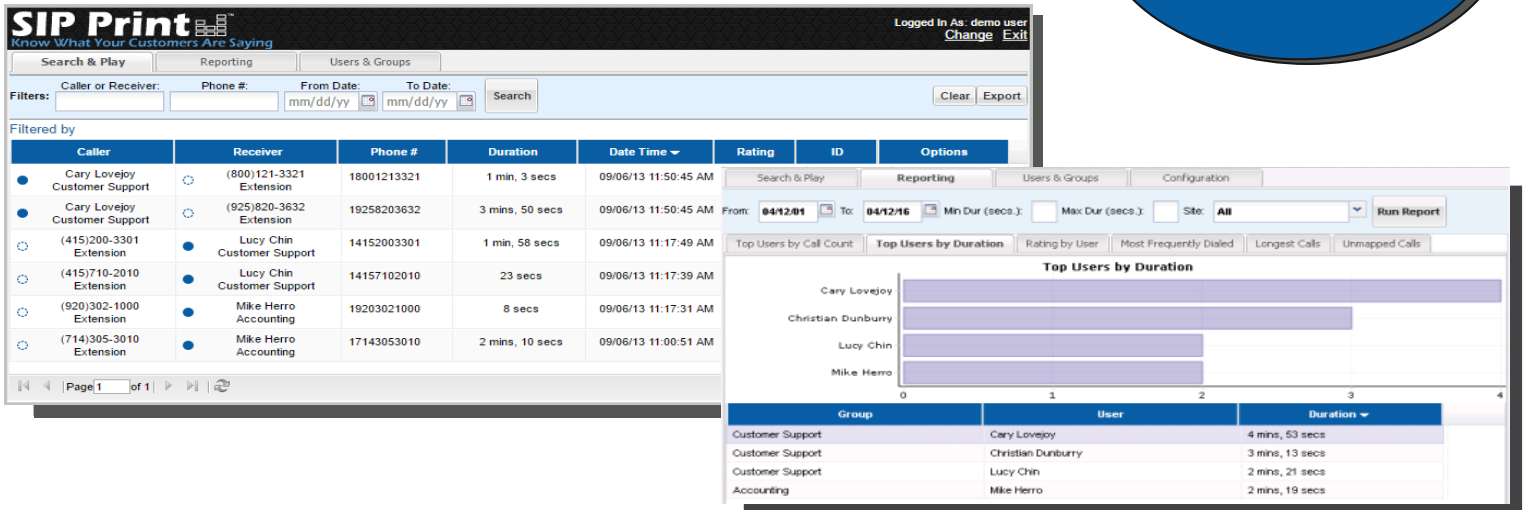## Understanding Customer Interaction is For Everyone

Highlights

- Unified Cloud Portal for All Users, Business Units and Locations
- Media Stored Locally and Centrally Within the Customer Network
- No Client or PC Installation Required
- Compatibile with All OpenScape Platforms
- Includes Deep Set of Reporting Capabilities
- Consume as a Service and Not a Capital Expense

SIP Print Labs Certified

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

- Most Frequently Dialed
- Longest Calls
- Call Details

- Top Callers by Quantity
- Top Callers by Duration
- Call Ratings by Agent

Understanding Customer Interaction is For Everyone

The SIP Print Unify Cloud edition records calls for specified users without requiring any integration with Unify OpenScape. With 5 minutes of installation and 20 minutes of configuration you can start recording every customer interaction with up to 3+ years of storage. And with automated archiving, your calls can be stored in perpetuity.
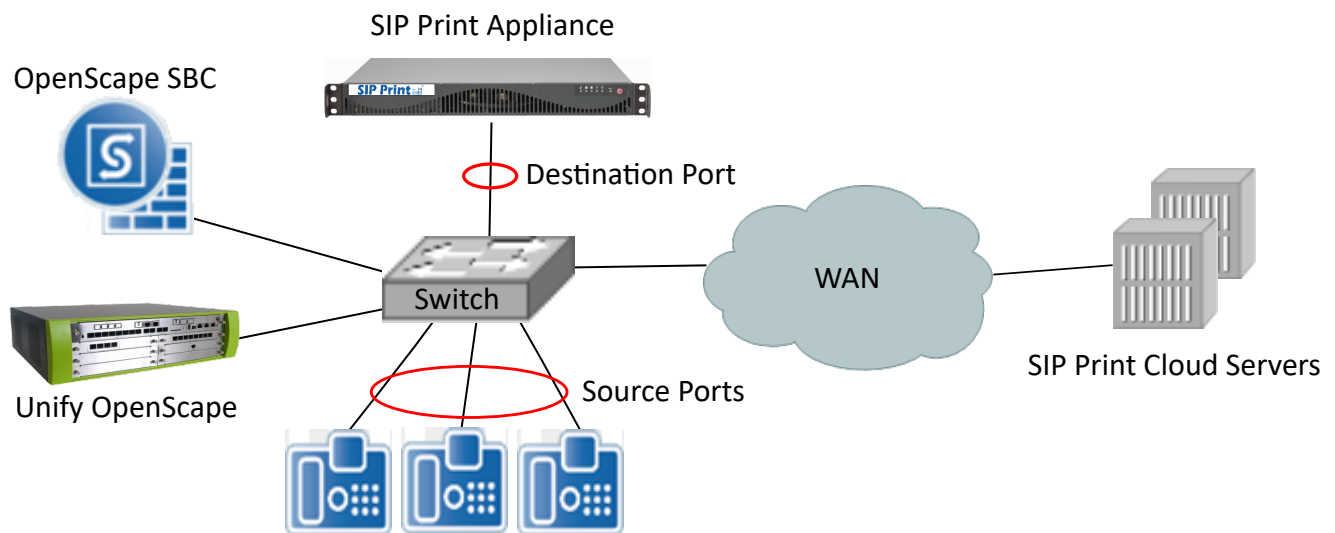
Options For Every Unify Environment

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

CALL CAPTURE FEATURES
- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific

SME

SIP Print Appliance

OpenScape SBC

Destination Port

Switch

WAN

Unify OpenScape

Source Ports

SIP Print Cloud Servers