Understanding Customer Interaction is For Everyone

SIP PRINT
Version 3.0.116
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Manage | Utilities | Configure

Welcome sipadmin — Help

From: Date Time 2016-05-17 00:00:0| To: Date time 2017-2-7 23:59:59 | Search | Direction
Filter — Value
Filter — Value — ○ Both ○ Incoming ○ Outgoing
Filter — Value — Previous / Home / Next — Rows: 50 | Returned: 50 | Total: 816

Delete | Copy ▾ | Col Select ↑ ↓ | Nancy View ▾ | Save | Delete | Refresh | Clear Display

Sorted

ID ▾	☐	Play	Agent Nam ▾	Agent Exte ▾	Mode	RemoteName ▾	RemoteNu ▾	Date & Time	Duration
1088456	☐	🔊	Kate Sutton	*5131	Outgoing	-	815749466661	2016-05-17 15:20:47	01.13
1088455	☐	🔊	Autumn Paice	*5155	Outgoing	PROWS JERRY	818592346428	2016-05-17 15:20:34	00.19
1088454	☐	🔊	Autumn Paice	*5155	Incoming	PROWS JERRY	818592346428	2016-05-17 15:20:02	00.32

Agent Scoring — Exit

Agent Name:	Autumn Paice
Department:	Cust-Service
Call Id:	1088454
Date/Time:	2016-05-17 15:20:02
Duration:	32 sec

Category to score call: Technical Support ▾

Item	Question	Weight	Score
1	Was the Agent courteous upon answering call?	8	Not ▾
2	Was the customers questions answered correctly?	3	Not ▾
3	Did the agent ask the customer if they would take our survey at the end of the call?	4	Not ▾
	Add Comment:		

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 Recoding 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 Ready Format
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL SCORING FEATURES

- Rate Every Call Recorded
- Customizable Questions
- Rating Weight

- Unlimited Templates & Categories
- Inline Email of Results
- Secure Permission Based Access

Understanding Customer Interaction is For Everyone

The SIP Print Express edition records calls for specified users without requiring any integration with a Call Server or IP-PBX required. 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.

CALL CAPTURE FEATURES

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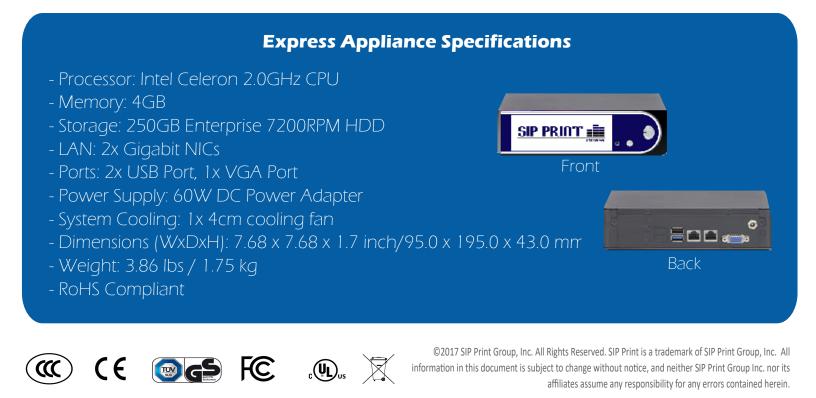- Extension to Extension
- User and Extension Specific
- SIP/SCCP
- G.729, G.711

SOFTWARE LICENSING

- Recorded Users: 15
- Concurrent Calls: 15
- 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...

Express 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