

# Summary of features...

- **Complete call recording**

Liquid Recording is a legally admissible call-recording solution which according to your requirements can record all or just a selection of calls. You can choose to record or not to record calls based upon the caller's phone number, user's extension, DDI, time of day or date.

- **Web based**

Using your web-browser, Liquid Recording can be accessed from any PC on the network without the need for installation of software.

- **Reports**

Liquid Recording includes a complete call logging / reporting package for all your call analysis requirements. Reports on call volumes, call duration, response times, trunk utilisation, call costs, extension usage, team efficiency, call-routing and for call-tracing are all included.

- **Old call deletion**

The software can be setup to automatically delete un-archived recordings after a certain number of days, weeks, months or years.

- **Archiving**

Important recordings can be archived. Once archived, recordings are kept indefinitely.

- **Searching**

Recordings can be easily searched for, located and played back. Searches can be performed on call date, call time, call duration, user who took the call, team who took the call, extension, caller's phone number, called number, call-direction and notes.

- **Folder indexing**

Just like emails in Outlook, call recordings can be arranged into folders for quick retrieval.

- **Notes**

Notes can be added to any recording. You can later search on and view these notes.

- **Email**

Send a copy of a recording via email.

- **Save recordings**

If needed, recordings can be saved to a file.

- **Audit history**

A full audit history is kept for each recording including creation, adding of notes, deletion, playback, archiving, emailing and saving to disk.

- **Own recording access**

Users can be given access to their recordings, allowing them to review their own calls without the assistance of a supervisor or manager.

- **Windows security**

The system supports windows security, avoiding the need for users to remember any additional passwords.

- **Variable playback speed**

Call recordings can be sped up or slowed down when played back.

- **Independent playback**

The caller's and user's audio can be played back independently, making it much easier to understand the conversation.

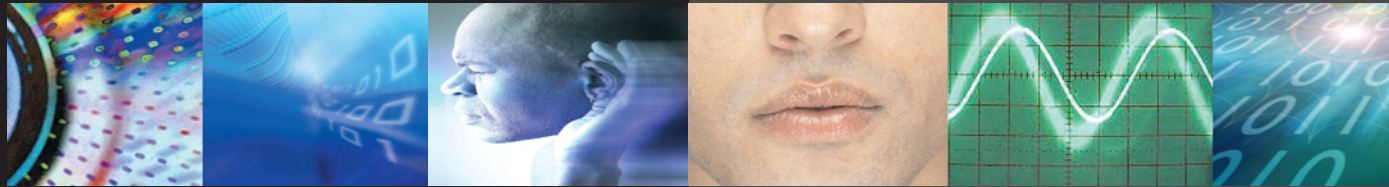
- **Backup**

Recordings can be backed up to DVD, LTO/DLT/VXA tape, WORM disks or online.

- **Passive**

The system is entirely passive. Any interruption or problem with the call-recording solution will not affect the operation of the phone system.

- **Scaleable**



## What are the optional extras...



- **Additional storage**

The storage can be expanded to anything between 50,000 and 10,000,000 hours of audio.

- **Off-the-record**

Sometimes a customer may request an off the-record conversation or a member of staff may want to make a personal phone call that isn't recorded. In these circumstances, to avoid the recording being made, the user can enter a special code on their telephone keypad.

- **Quality assurance module**

Liquid Recording can randomly select recordings for a supervisor to review. These calls are listened to by the supervisor and scored against a set of configured criteria. Using these scores, a range of reports can be produced that highlight which individuals or teams are performing well and which are in need of attention.

- **Application Integration**

Liquid Recording can be integrated with most software packages.

- **Live monitor**

Calls can be monitored in real-time from any sound enabled PC on the network.

