



# NEC's SonicView IP Recording

Advanced IP Recording for Small and Medium Businesses

NEC's SonicView IP Recording makes recording, organizing and sharing IP calls simple for those using the UNIVERGE® SV8100 Communications Server. This cost-effective recording solution is easy to install, manage and use, and helps ensure low total cost of ownership (TCO).

## *Record, Organize and Share Calls*

SonicView IP Recording provides a flexible, easy way to record, organize and share calls made and received on your IP phones. Because this application was built using the latest application architecture, it provides an intuitive, state-of-the-art Graphical User Interface (GUI) that makes it easy to use. Its extensive range of features and customized options ensure that you have a highly effective and affordable way to address all of your call recording and monitoring needs. Some of the available features include:

- Selective rules-based recording
- On-demand recording
- Call tagging and flagging
- Embedded player control
- One-click emailing of recorded links or files
- Exporting recording to .pdf
- On-demand charting
- Flexible backup/restore options
- Easy-to-use Supervisor and Agent Dashboards
- Lightweight Agent Access module

## *At a Glance*

- Record, organize and share calls
- Easy to install, configure and manage
- Web-based management helps protect your investment

- Extensive search and playback based upon:
  - Call direction
  - Caller ID
  - Phone number or extension
  - Date and time
  - Duration
  - Flags
  - Notes
  - Other user-defined criteria

## *Easy to Install, Configure and Use*

SonicView IP Recording can be installed in just a few simple steps on standard PC hardware. This software-based solution can be installed on off-the-shelf standard servers. Typical installs can be done in a few hours as opposed to other solutions that may take days.

Once it's installed, you can use it immediately – and because it is a fully web-based solution, you can access your information and recordings regardless of your physical location. You can document and share transactions with great ease, which helps you be more efficient and productive.

## *Web-Based Management Helps Protect Your Investment*

When installed on a dedicated server for call recording and storage, SonicView IP Server connects to a Managed Data Switch that mirrors your PBX ports and provides a web-based administration interface for IT managers. Profile management for recordings, user management and data management can all be administered from this interface.

The Agent Console offers individual agents browser-based access to their recordings, while the browser-based Supervisor Console enables supervisors to access agents' call recordings using an extensive search filter. The console acts as a dashboard that provides all pertinent information on one page. An additional management feature, On-Demand Recording (ODR), is a client application that enables users to start and stop recording during a call. The ODR client also provides tools to annotate and flag calls that are being recorded.

Opportunities	
<b>Education:</b>	<ul style="list-style-type: none"> <li>Record and track any threatening calls received by your office</li> <li>Receive on-site notification of E911 calls made and the location of the caller</li> <li>Track phone activity and employee productivity</li> <li>Track the total call volume, call duration and other information for both individual extensions and groups</li> <li>Provide proof of calls made to or from students and parents</li> </ul>
<b>Healthcare:</b>	<ul style="list-style-type: none"> <li>Conduct and monitor training</li> <li>Use recorded examples of good and bad calls for additional training opportunities</li> <li>Ensure delivery of quality care and correct information to patients</li> <li>Protect your organization from liability issues with verified recordings</li> <li>Use to verify compliance with industry regulations like HIPAA</li> <li>Provide officials with copies of any threatening calls received by your staff</li> </ul>
<b>Government:</b>	<ul style="list-style-type: none"> <li>Record and track any threatening calls received by your office</li> <li>Receive on-site notification of E911 calls made and the location of the caller</li> <li>Track phone activity and employee productivity</li> <li>Track the total call volume, call duration and other information for both individual extensions and groups</li> <li>Track toll-free and special number calls – like 411</li> <li>Manage costs by allocating telecom costs to specific locations and departments</li> <li>Ensure that all trunks and extensions are functioning properly</li> </ul>
<b>Hospitality:</b>	<ul style="list-style-type: none"> <li>Receive notification of E911 calls made on your property along with the caller's location</li> <li>Track phone activity and employee productivity</li> <li>Track the total call volume, call duration and other information for individual rooms, extensions and groups</li> <li>Track toll-free and special number calls – like 411</li> <li>Allocate telecom costs to specific locations, extensions or groups</li> <li>Ensure that all trunks and extensions are functioning properly</li> </ul>
<b>Legal Offices:</b>	<ul style="list-style-type: none"> <li>Use recorded calls as proof to protect management from liability issues</li> <li>Review phone conversations for additional information</li> <li>Conduct and monitor training</li> <li>Use recorded examples of good and bad calls for additional training opportunities</li> <li>Verify that staff is delivering high-quality service to each caller</li> <li>Ensure that staff provides accurate, consistent information to callers</li> <li>Record and track threatening calls your office receives</li> </ul>
<b>Other Businesses:</b>	<ul style="list-style-type: none"> <li>Track phone activity and employee productivity</li> <li>Track your total call volume, call duration and other information for both individual extensions and groups</li> <li>Track toll-free and special number calls – like 411</li> <li>Use area code information to track advertising response and market demand</li> <li>Ensure calls to unavailable sales staff are returned in a timely fashion</li> <li>Track the number of successful sales calls made or received for incentive opportunities</li> <li>Manage costs by allocating telecom costs to specific locations and departments</li> <li>Ensure that all trunks and extensions are functioning properly</li> <li>Schedule and optimize staff levels using call volume information</li> <li>Receive on-site notification of E911 calls made and the location of the caller</li> <li>Record and track any threatening calls received by your office</li> </ul>

SonicView has flexible configurations for single or multi-site locations and can be deployed to record selected extensions in either "record all" or "on-demand" mode.

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