

QuickRECORD

Everything you need from a Windows Recorder at a fraction of the price

Introduction

There are many sophisticated and high priced voice recording systems in the market today. They play an important role in Call Centers and it is not our intention to compete in this high-end market space. Now if you come down into the mass market, you may be challenged to find a Voice Recorder that everyone can afford. This is the market space we occupy and we have solutions that cover almost 100% of possibilities.

What are the possibilities?

Recording options

- Analogue: Up to 160 Channels
- Digital/ISDN: With Digital/Analogue handsets both multiple
- BRI and Single PRI
- Digital/ISDN: With IP handsets any BRI or PRI configuration
- IP Recording

Hybrid

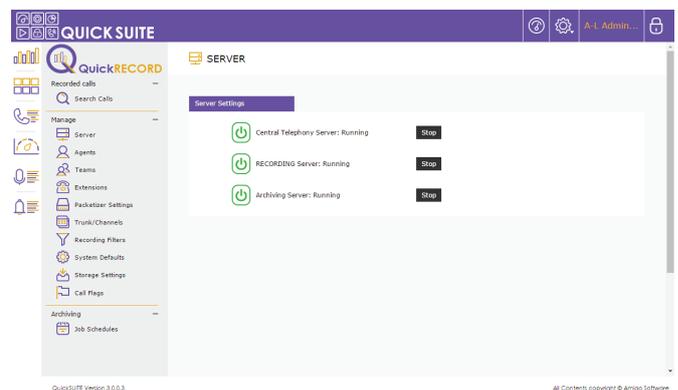
Where two sorts of trunks need to be recorded custom hardware can be built, but this tends to be a little more expensive and may require additional testing time.

Recording options

- Up to 250 extensions (limitation of PBX)
- GSM 610 WAV, WMA and MP3 (32, 64 128 bit) formats
- CSTA licenses required, small additional cost
- Record-On-Demand via web interface
- Dashboard for template reports
- Email recording to a third party
- 45 day trial license unlimited users

Web-based Interface

QuickRECORD is managed via a web-based interface that can be used by an administrator or by the users to configure and maintain system options, as well as to search and playback the recorded calls. The dashboard, allows you to predefine the searches that you want to perform on a regular basis, rather than having to set up the same thing each time you use the system.



- Manage teams and users
- Manage recording rules
- Access to dashboard
- Search recorded calls
- Playback recorded calls
- Retrieve extensions from OmniPCX Office
- Configure default settings
- Pause and Resume recording (ROD)

Main Module

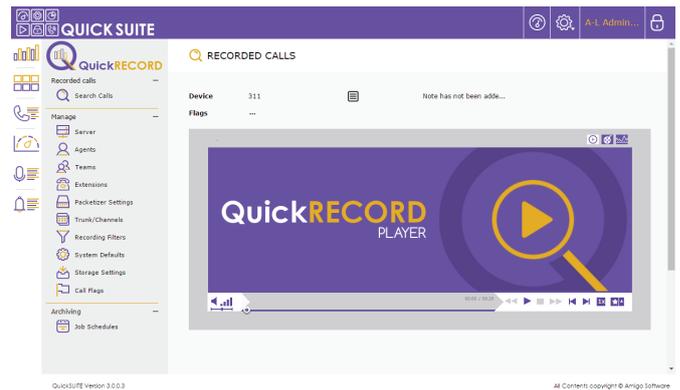
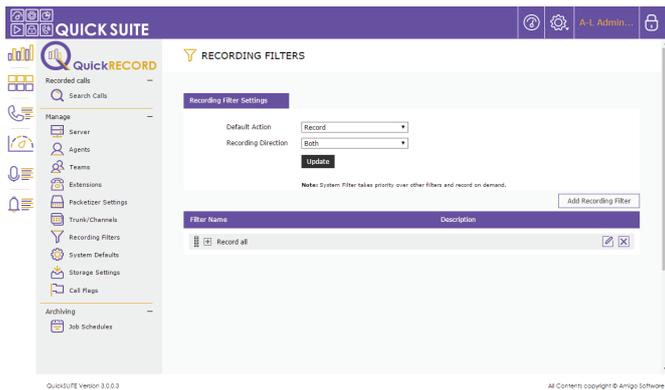
QuickRECORD consists of three core components.

1. System & user recording rules

The rules dictate what action should be taken when a call arrives. Should all calls be recorded or should we ignore all calls unless it goes into our 4-seat call center?

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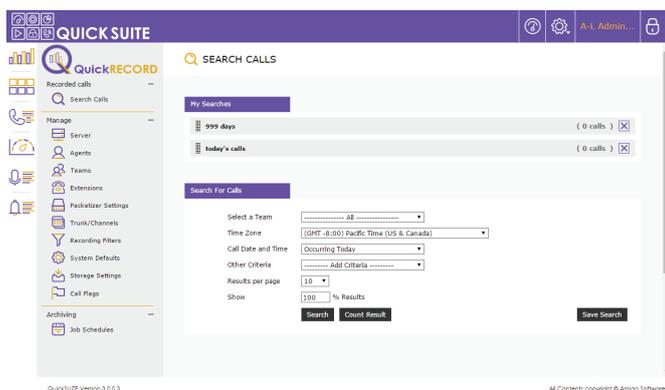
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2. Searching and playback

The search and playback functionality allows users to generate search templates that will return results that have been pre-defined.

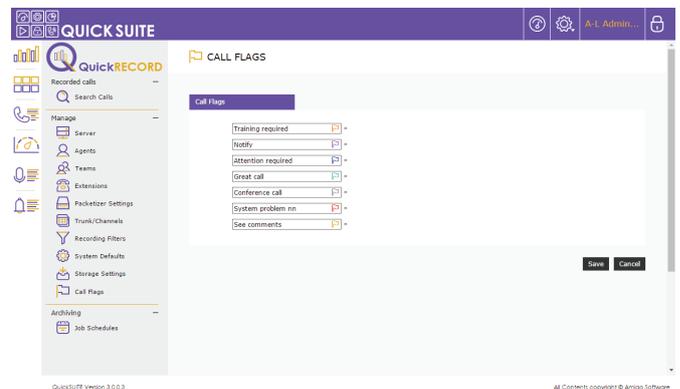
- Calls to be displayed per page
- Display calls by caller number
- Display calls by number called
- Display calls by recording date
- Display calls by call duration



Once the relevant calls have been found, the calls can be accessed using the standard built-in audio player with Play, Rewind, Fast Forward and Pause functionality.

3. Flags assigned to a recording

In addition to the pre-defined search criteria, QuickRECORD has introduced a flagging system. This means that you can take 7 different flags and assign 7 different labels.



Very often, call centers use them to grade the quality of the call from excellent to poor or need training. Also you could use them to assign different departments, the choice is yours. You can go to the web administration module and assign the flags from there. In addition you can assign multiple flags to call, so you could have a confirmed order but a poor customer experience, for the same call.

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What is in the works?

- Screen Capture to record the agents screen and sync with the audio **
- Quality Monitoring. A coaching and scoring module for Call centers **
- Google Chrome and Mozilla Firefox browser support
- Reports
- Multi-PBX platform support
- DB Storage indicator
- Silent Monitoring **
- Handset ROD
- Conference call
- Multi-PBX support

** Additional modules and chargeable.

Go to our website to read white paper for MiFID II and PCI compliance

For demo, pilot-run and pricing, please contact us
sales@amigo-software.com

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