

# 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

### Hybrids

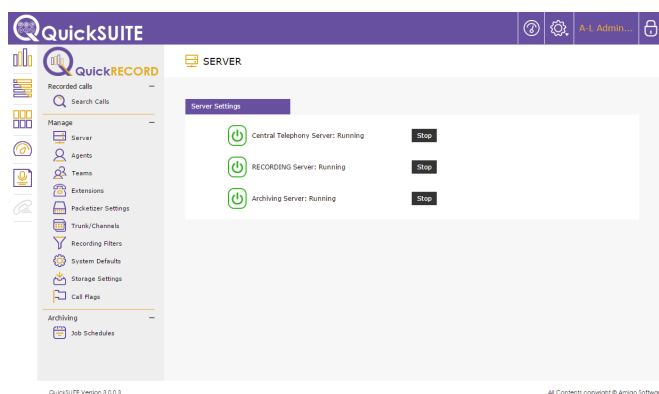
Where two sorts of trunks need to be recorded custom hardware can be built, but this tends to be a little more expensive and may require additional testing time.

### 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

## Main Module

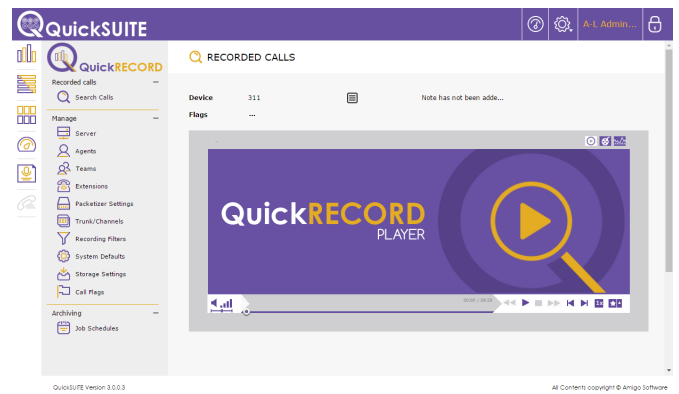
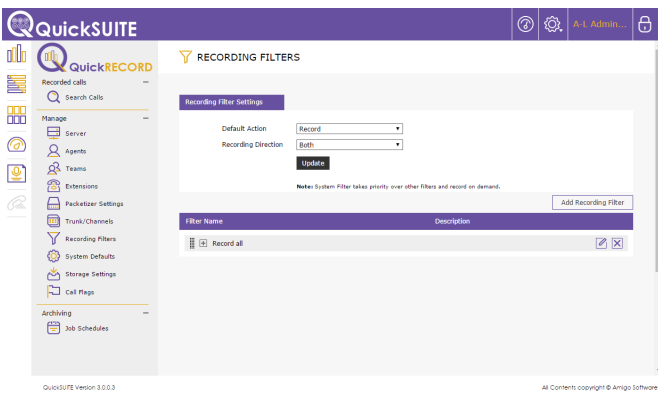
QuickRECORD consists of three core components.

### 1. System and 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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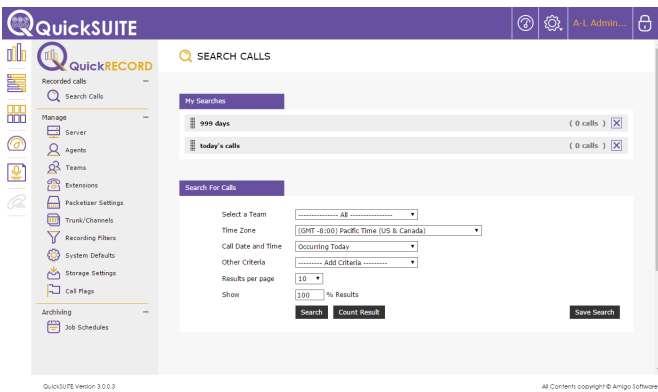


## 2. Searching and playback

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

Search result options are as follows:

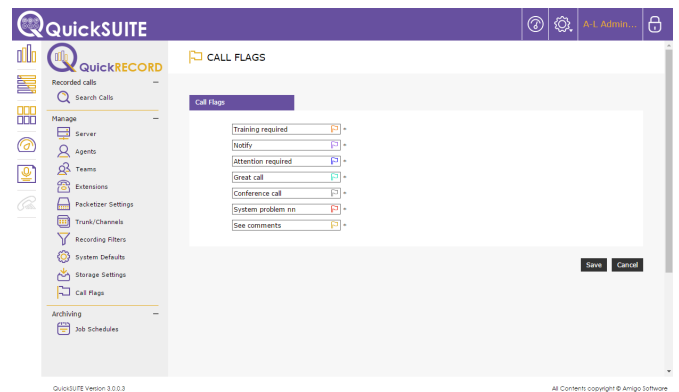
- Calls to be displayed per page
- Display calls by caller number
- Display calls by number called
- Display calls by recording date
- Display calls by call duration



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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## Road Map

### What's in version 1.2?

This is Version 1.2 which has both TDM and VoIP hybrid recorder. In the next four weeks v1.2 will be available and all customers who have a valid support contract can upgrade free of charge. You can even ask our support guys to do it remotely.

The following feature will therefore be available shortly in v1.2, as follows:

- API Integration \*\*

### What's in version 1.2?

- Support for conference calls

### What's in version 1.3?

- Audio Encryption
- Silent Monitor \*\*
- Full User profile with individual privileges
- High Availability/Redundancy \*\*

For demo, pilot-run and pricing,  
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### What's in version 3?

In version 2 (for future feature list document, download from website) we will have following:

- 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
- Call purging Utility
- Reports
- Multi-language support (French, Italian, Spanish, English and German)

\*\* Additional modules and chargeable extras.

### What's in version 4?

- Multi-PBX platform support

### Other Featured Products

 [ACD Wallboard solution.](#)

 [Call Metering solution.](#)



Rainbow™

Preferred Integration  
Partner



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Application  
Partner