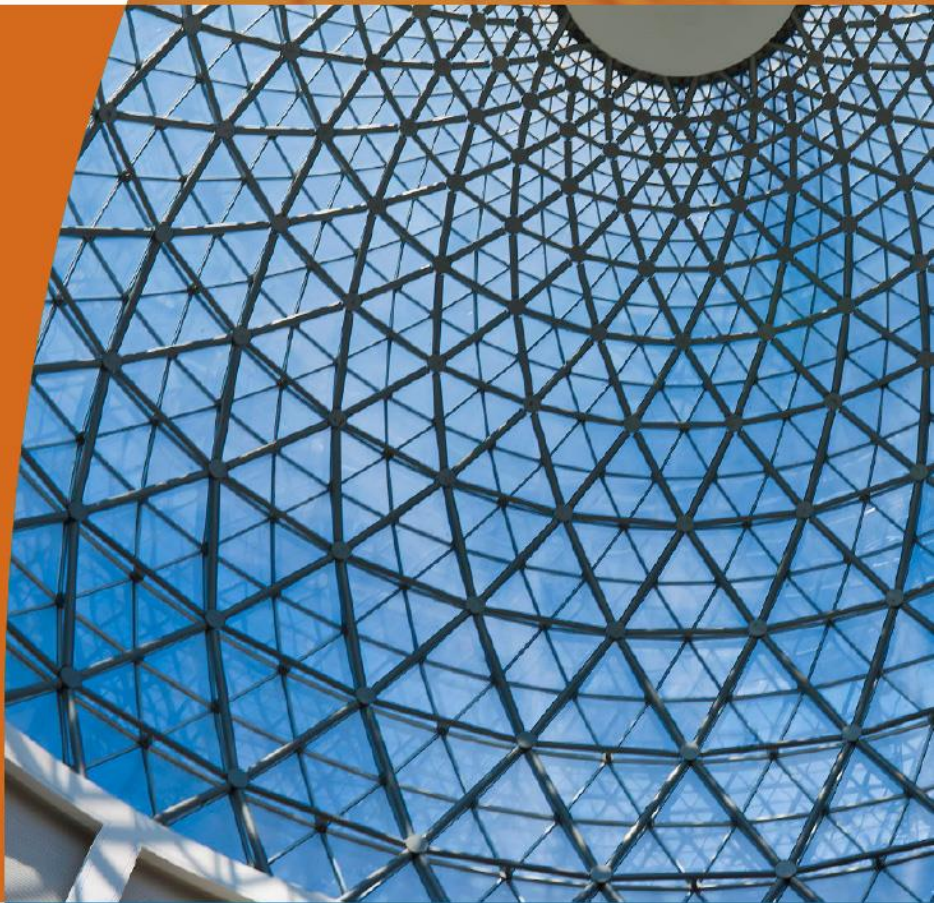




# VoIP Logic Call Recording

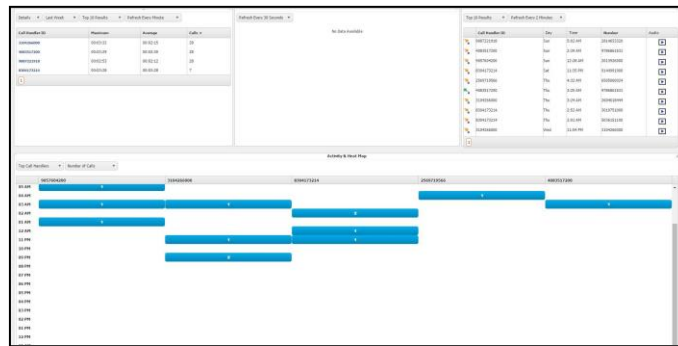


## VoIP Logic Call Recording

VoIP Logic Call Recording provides a means of documenting, storing, retrieving and analyzing call media for high value interactions, executive conversations, medical, financial and legal compliance, customer service and more. Adding VoIP Logic Call Recording to a Hosted PBX/Unified Communication (UC) seat, provides our Service Provider Partners (SPPs) with an easy-to-implement, affordable, scale-able, maintenance-free solution that can be resold to all types and sizes of commercial Hosted PBX and Hosted Call Center\* customers. This add-on service allows you to reach into new or specialized markets, to expand your solutions portfolio and to create an additive revenue streams from new and existing customers.

\*See VoIP Logic Call Center/ACD sales document for additional information

The VoIP Logic Call Recording is compliance tested and approved for Broadworks Rev. R19 SP1 and above. VoIP Logic also supports Lawful Intercept in all releases of this offering. Figure 1: Call Recording Home Screen



Support for this Call Recording protocol offers easier deployment, concurrent call capture, and auto-provisioning of customer interaction data.

### VoIP Logic Call Recording with SIPREC Standard for SPPs:

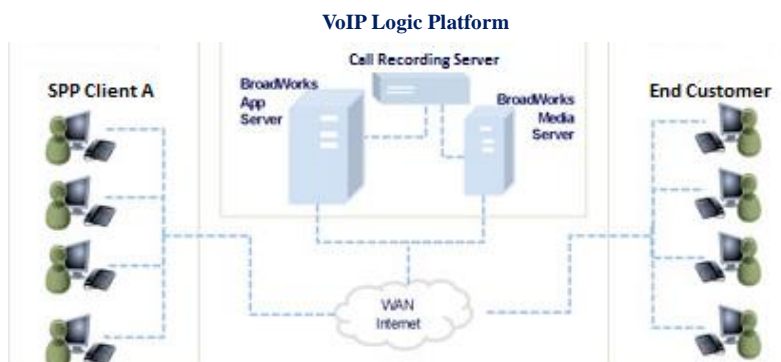


Figure 2: Call Recording Call Flow

## Reasons to choose VoIP Logic for Call Recording

- Analysis - The Call Recording Portal allows SPPs and their customers to monitor and analyze Call Recording activities in near real time, providing greater efficiency in Call Recording storage and processing, while reducing Service Provider and End Customer management overhead.
- Higher ARPU – VoIP Logic Call Recording is an affordable, high value recurring revenue product for Service Providers when sold to customer as an added service.
- Regulatory Compliance – VoIP Logic Call Recording delivers to Service Providers the tools to comply with existing and developing regulations.
- Extended Your Service Portfolio – VoIP Logic Call Recording allows Service Providers to extend their portfolio into new vertical or specialty markets.
- Flexible, Global and Fault-tolerant – This platform is implemented in a resilient/redundant configuration in conjunction with our state-of-the-art Hosted PBX Platform.
- Minimal Network Disruption or Changes – Call recording operates as an external extension of the VoIP Logic Platform. Re-routing of traffic through recording servers requires a minimal amount of software configuration.

Bottom Line: VoIP Logic Call Recording is an extremely valuable tool to have in your service offering. Large call centers and enterprises have been recording calls for decades. Now more and more small and medium-sized businesses are realizing that Call Recording is affordable and valuable, no matter how large of a contact center you operate or how many seats you have providing customer support.

Call Recording improves revenue for your customers by maintaining better records of a customer request, which improves accuracy, accountability and satisfaction. It reduces cost by decreasing the potential for order or support error, while reducing risk and liability.

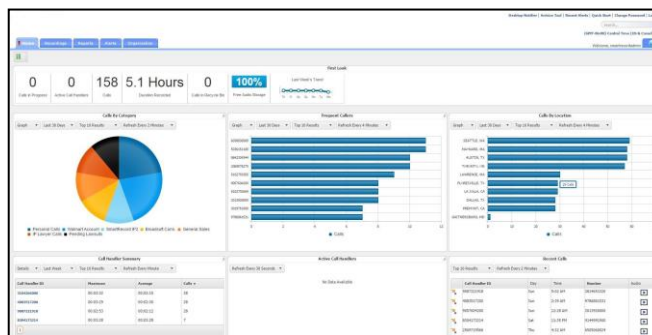


Figure 3: Call Recording Dashboard

Additional documents related to the implementation of VoIP Logic Call Recording can be found at The [VoIP Logic SPP Portal](#) on the Call Recording Configuration, Implementation and Administration Guides Page. Please contact your VoIP Logic Account Manager for information on pricing, details specifications and implementation process.