INTELICON CALL RECORDER

SOLUTION AUDIO RECORDING

Sumário

Intelicon Call Recorder:

Intelicon Call Recorder is the ideal equipment for a great variety of solutions where inbound and outbound call recording are needed, such as: customer service quality control, compliance to call-center legislation, mission critical environments, fact verification and risk mitigation, audit information, etc.

It can be connected to digital or analog lines, FXS trunks or FXO stations, to record multiple calls simultaneously in audio files on a server where the calls can be searched and played back on any client computer. By using its radio interface, all radio talks can be recorded on the same server and retrieved on the same interface as the phone calls. The equipment provides automatic and on-demand recording and live monitoring as well.
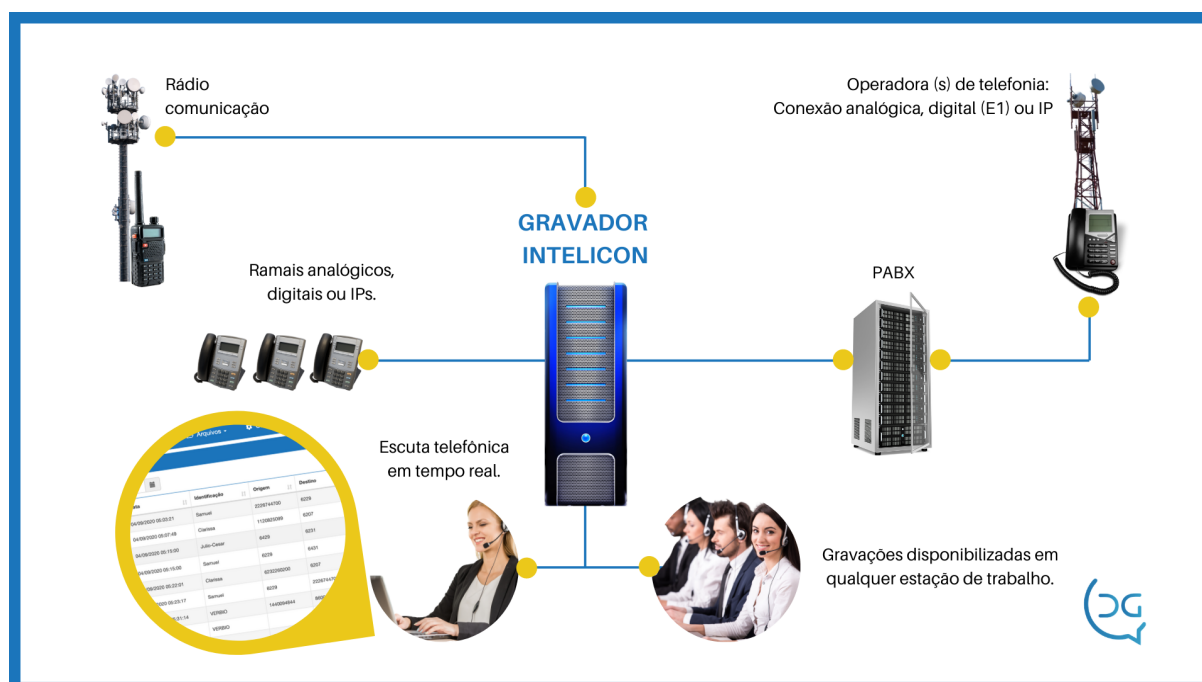
Intelicon manager:

Intelicon Manager displays a comprehensive view of recorded calls per day, active calls, channels status, and much more. The software manages the recording system, searches the recordings by multiple criteria and plays back the audio files. Just double-click on file to play, click to pause, forward, backward. It can be installed on any computer as a client system of the Intelicon server

Key features:

- Remote management and configuration of the recording system
- Search by date, time, channel, called or caller number, file size, duration, etc.
- Playback and live monitoring
- Backup system with alerts on disk occupancy

Audio files

Audio files are recorded in WAV or MP3 digital format and can be played back on the client software or any audio application on any system (Windows, Linux, Mac). All files can be accessed independently so that they can be played, copied, sent by email, etc. Audio files are tagged with line ID, date timestamp and duration.

Signaling for call recording

Call recording starts automatically when a user off hooks the phone or picks up a PBX line and ends when he/she on hooks the phone. On demand recording is also available. PBX protocol signaling can be used to start and end recording. When recording radio talks, signaling is done by periods of audio activity and silence.

Real-time or live monitoring

Intelicon Call Recorder can also be used to listen to real-time dialogs during each call. Live monitoring is available on any computer with Intelicon Manager or the Intelicon server can direct audio to a telephone extension.

Users' administration

Users are registered with individual passwords with permissions that allow them to perform different actions: play back, copy or delete files, make backup, system configuration and register other users on system.

Backup

Backup system controls recording time, disk space left and deadline for disposal of existing records with alerts on disk occupancy that can be sent to the email of the system administrator

Call tagging and notes

Notes can be typed and tagged to each recorded audio file. A text editor is available to make records transcripts which are also tagged to the files. Notes and transcripts can be used as categories for easy searching.

System security

O registro de todos os eventos, senhas e permissões diferenciadas permitem supervisão, conferem segurança ao sistema e fornecem acessos diferenciados para equipes de operação e manutenção.

Relatórios administrativos

Different permissions can be attributed to operation and maintenance teams by using passwords that allow different operations and configurations to be made on files and/or recording system. Every configuration is tracked with timestamps so that the administrator will know who did what and when

Reports

Reports can be created with the history of recordings, operations and configurations made on system. They are generated in text format or HTML and can be imported into Excel or Word.

PBX and radio systems compatibility

Intelicon Call Recorder is compatible with Avaya, Ericsson, Philips, NEC, Panasonic, Intelbras PBXs systems and Icom, Motorola, Nextel and Vertex radio systems.

Hardware overview

- 1 to 128 channels per server
- Analog telephony call recording
- Digital telephony call recording
- Radio talks recording
- Telephony and radio can be recorded on same server
- Analog telephony boards: 1, 4 to 8 channels per board
- Digital telephony boards: 4, 8 to16 channels per board
- E1 Telephony board: 30 channel per board
- PCI interface boards

Software overview

The Intelicon client-server architecture allows any computer to use the Intelicon Manager to search and play back the recorded audio files and to configure the system as well.

Server software

- System management
- Captures and stores every call
- Users' authentication
- Backup system
- Software for Windows and Linux
- Audio controls: play, pause, backward, forward, audio level, etc.
- Copy and delete audio files
- Real-time or live monitoring
- System configuration

Client software:

- Exhibits audio files organized by date and channel
- Search facilities
- Plays back audio files
- O software Cliente gerencia o sistema de gravação e o status de cada canal
- Exhibits channels and recording boards status
- Users' registration
- Backup system interface
- Software for Windows

System Monitoring Software

- Remote management of the recording system

- Audio controls: play, pause, backward, forward, audio level.

- Live monitoring: Click on channel to activate live mornitoring.

Live monitoring audio controls.

System Monitoring Software

- Different access permissions can be attributed to users.
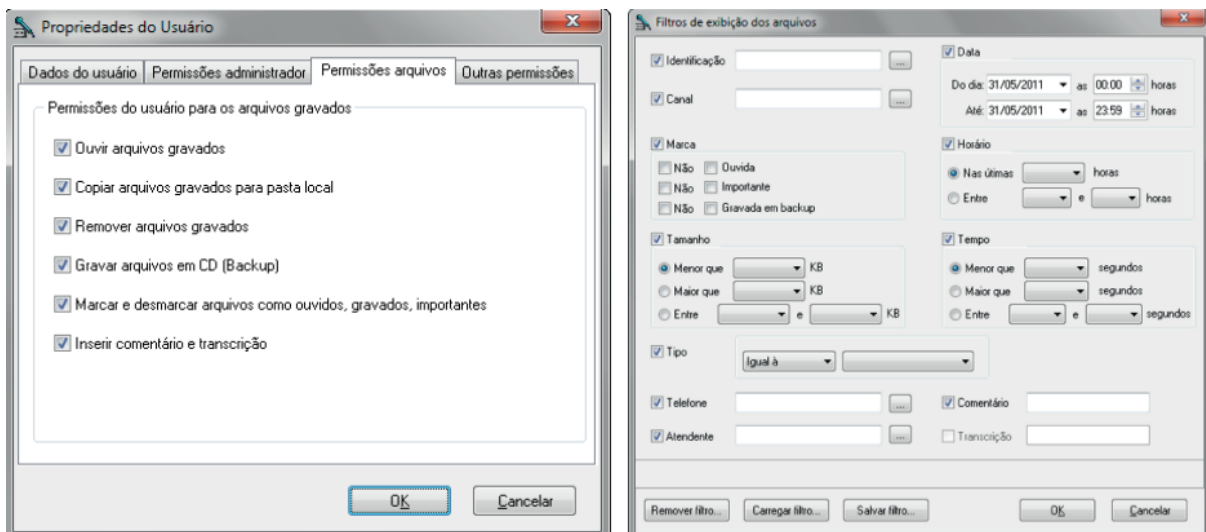

Search by multiple criteria: date, time, channel, number, etc.

General features

- Easy installation system and operation.
- Interface in Windows, friendly and totally in Portuguese.
- Records audio from all channels of your HD simultaneously.
- Query and store as recordings on any network PC through Intelicon Client software.
- Records analog, digital, and radio lines.

- Server on Windows or Linux. Client Software in Windows.
- Allows integration with PABX through the CSTA protocol for recording extensions and E1 trunks.
- Identification of the caller number (bina).

Monitoring software

- Configuration and remote operation of the Recorder, performing all the operation of the files (listen, remove, search, back up, etc.) and the recording channels (enable / disable recording, etc.).
- The files are organizer into folders similar to Windows by simply double-clicking to hear them.
- It has several search criteria to locate the files: channel, date, time, number, called or caller, recording time, etc.
- Control of recording time and remaining disk space, dead time for deleted recording deletion, back-up recording with automatic alerts.
- Displays channel status, identifying channels that are recording, waiting, disabled, etc.
- Allows insertion of comments on each recording.
- Reports HTML or text with system history and operation, containing access and settings and the names of users responsible.
- Individual access passwords per user for different levels of use (listen, copy, remove, record backup, configure channels to configure channels and register new users).
- Record all events allow supervision and bring security to the system.
- Recording automatically or manually (user-triggered).
- You can select an excerpt from a recording to create a file from this excerpt.
- Channel groups allow you to separate channels by department. Users of a particular group only access the channels and audio files of your group.
- Adjustment of signal level (volume) and signal-to-noise ratio is done by software, individually and independently for each channel.
- Unlimited number of user connections.
- Automatic and configurable alarms on recording, silence and disk occupancy times

General features

- Easy installation and operation
- User friendly Windows interface

- Multiple lines simultaneously recorded in audio files
- Digital or analog telephone lines, FXS trunks or FXO stations
- Radio interface compatible with Icom, Motorola, Nextel and Vertex
- Audio files searched and played back on any computer
- Radio talks can be recorded and retrieved the same way as the phone calls.
- Automatic and on-demand recording
- Live monitoring

Intelicon Manager

- Remote management of the recording system and its configuration
- Windows like file system
- Search by multiple criteria: date, time, channel, called or caller number, file size, duration, tagged notes and transcripts, etc.
- Playback and live monitoring
- Double-click on file to play, click to pause, forward, backward
- Channel configuration (on/off, automatic or on demand)
- Displays boards and channel status (active, inactive, failure status)
- Call tagging and notes.
- Part of an audio file can be selected to create a new file with it.
- Unlimited number of users
- Different permissions can be attributed to operation and maintenance teams
- Groups of channels can be allocated to different departments
- Every configuration tracked with timestamps
- Reports with the history of recordings, operations and configurations in text format or HTML.
- Backup system with alerts on disk occupancy on screen or by email.
- Backup system controls recording time, disk space left and deadline for disposal of existing records.
- Configurable alerts about recording time, silence gaps and disk occupation.
- Audio controls: play, pause, backward, forward, audio level.
- Live monitoring: Click on channel to activate live mornitoring. Live monitoring audio controls.
- Alerts about nonfunctioning channels and boards and DVD burning failure.
- Independent recording boards make it easy to replace and to expand number of channels.
- Audio level and signal noise rate defined by software for each channel independently.

- Answering machine mode with configurable messages by date, time and channel.

Audio files

- Audio files are recorded in WAV or MP3 format
- 1 min recorded audio in 128Kb file
- Silent gaps can be trimmed for storage optimization
- Configurable maximum silent periods for interruption

Intelicon Call Recorder Cases

- ONS - ONS control centers use Intelicon Call Recorder to record corporate telephone calls and to record brazilian energy generation, transmission and distribution operators in states SC, RJ, DF, PE.

- Vale - Intelicon Call Recorder is used by Vale in Carajás-São Luis rail line and São Luís port to record traffic controllers and port operators. REDE Rede´s power transmission lines maintenance operators have radio talks recorded by Intelicon Call Recorder in SP state.

- Energisa - Intelicon Call Recorder is used to record client calls in Energisa´s call center and to record operators of distribution centers in MG, PB and TO.

- Rumo ALL Intelicon Call Recorder is used by Rumo ALL to record radio talks in locomotives control centers in its rail lines in Paranaguá (PR) and Santos (SP) ports.

ICOM Radio recording with radio ID tagging

Intelicon Call recorder has a customized integration to ICOM Radio (IC-F5120D series) so that an ID of the transmitting radio is tagged to the radio audio recording file by using the RS-232 serial port.
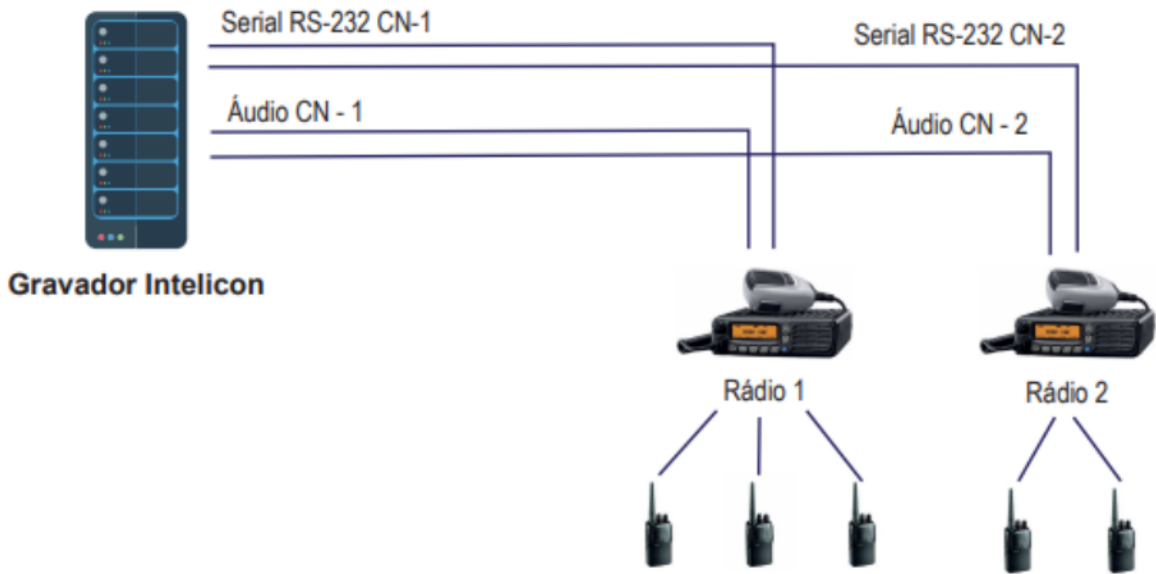
Radio audio recording is accomplished by connecting the radio loudspeaker output to a channel in the Intelicon Call Recorder radio interface board. Recording works independently of RS-232 serial port communication. The RS-232 connection is used to provide radio ID only.

Every radio/channel pair has to have its own serial port. This is defined in the Intelicon Call Recorder configuration where channel 1 is assigned to serial 1, channel 2 is assigned to serial 2 and so on.
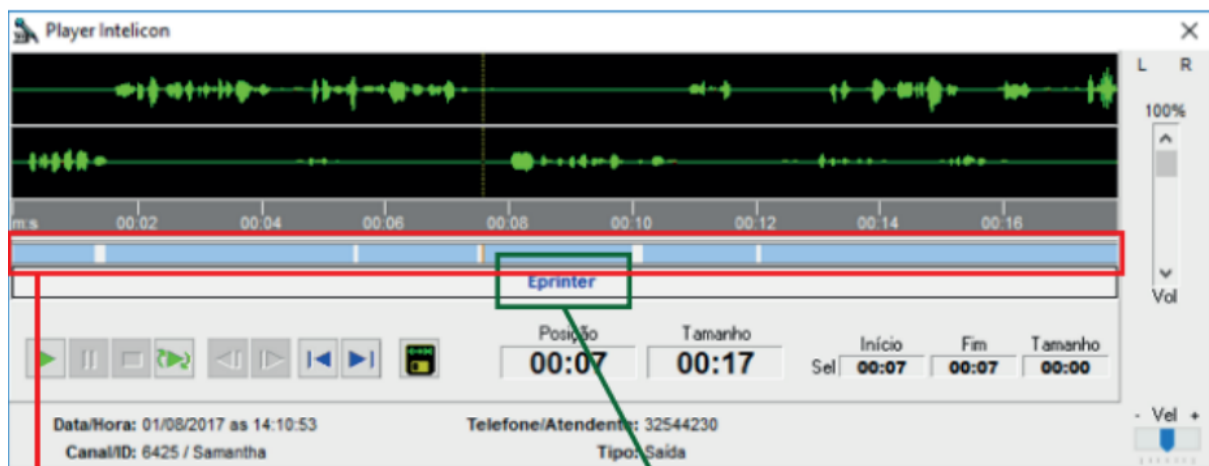
Em azul mostra o período da comunicação do rádio identificado

Área da legenda com ID do rádio.

By double-clicking this subtitle field, a list with each radio ID in the recording is displayed along with the beginning and end of its recording:

DG
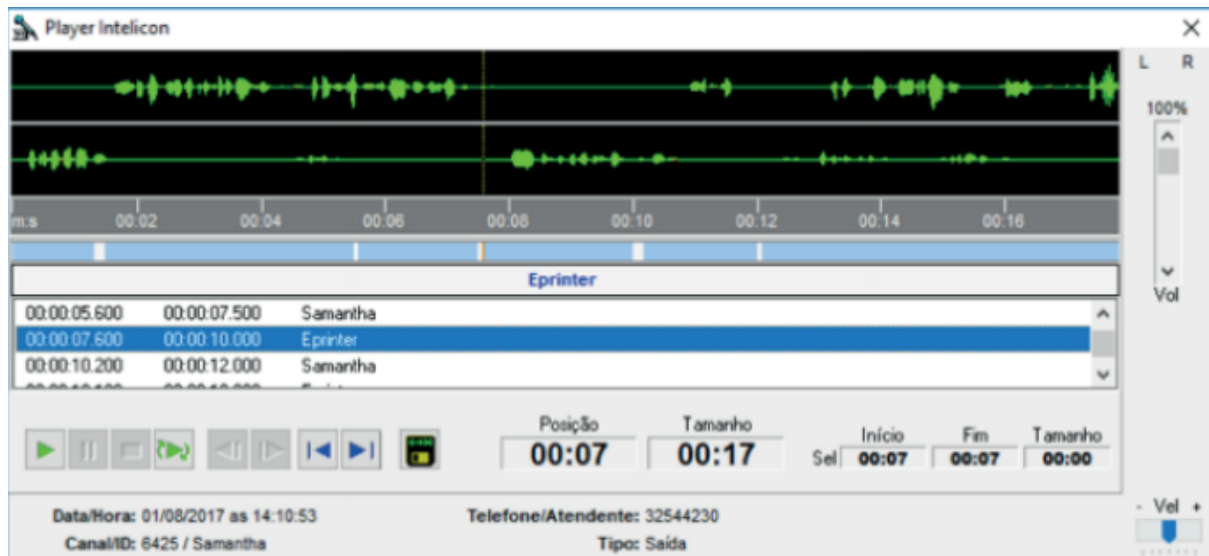
DEL GRANDE

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