



SIP Trunk Recorder

Simple Connectivity, Powerful Features, Affordable Price

The BackOffice 4IP software from Intelligent Recording delivers a simple and affordable solution for recording SIP Trunks. The SIP trunk recording is an add-on to Intelligent Recording's proven BackOffice Recording software to provide a robust recording solution that is simple to install and affordable.

BackOffice Software Overview:

- Records Caller ID, Number Dialed and Date & Time
- No complex network setup
- Caller ID and digits dialed recorded as part of call record
- 'True Digital' recording

Because talk isn't cheap..

There are many valuable reasons why companies record telephone conversations:

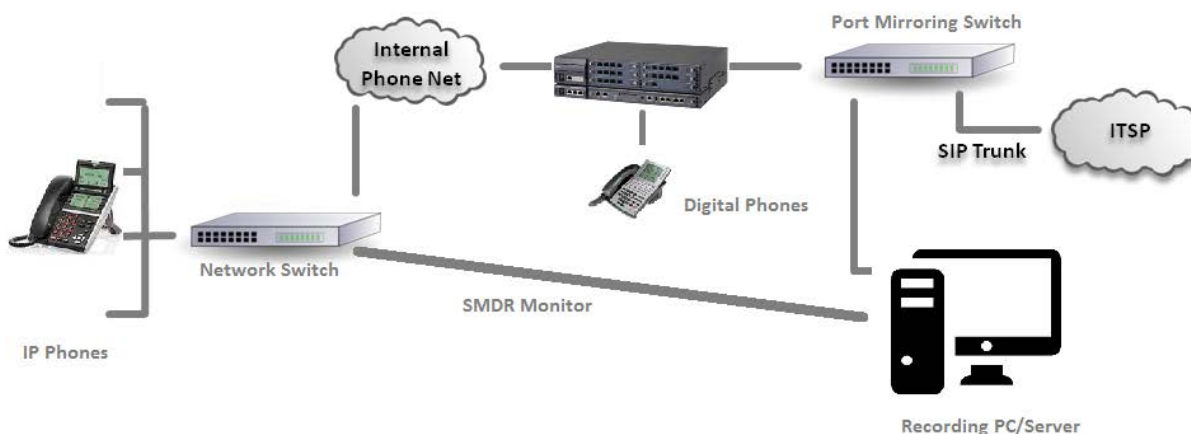
- Customer service quality monitoring- recording calls ensures best practice
- Transaction recording - record critical information to ensure accuracy of transactions
- Compliance monitoring- ensure industry regulations are met
- Security alerts- record threats and verbal abuse.

Flexible set-up for multiple applications

Set-up options include:

- **Directional Recording** -Record all calls, record just inbound or outbound only.
- **SMDR Integration** available for most PBXs enables tracking calls by extension.
- **Encryption Option** ensures security of recorded calls.

Almost every company has a call record application that can deliver substantial business benefits. What's yours?



BackOffice Recorder Software:

Port No.	ENC	State	Serial No. or Port No.	Name	Call	Unit Type	Destination
1		Good	1111003400	31	Incoming Exter...	ISDN	CAUsers\Andrew Roberts\Docume...
2		Good	1111003401	32	Outgoing Exter...	ISDN	CAUsers\Andrew Roberts\Docume...
3		Good	1111003402	33	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
4		Good	1111003403	34	Incoming Exter...	ISDN	CAUsers\Andrew Roberts\Docume...
5		Good	1111003404	35	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
6		Good	1111003405	36	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
7		Good	1111003406	37	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
8		Good	1111003407	38	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
9		Good	1111003408	39	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
10		Good	1111003409	40	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
11		Good	1111003410	41	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
12		Good	1111003411	42	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
13		Good	1111003412	43	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
14		Good	1111003413	44	Idle	ISDN	CAUsers\Andrew Roberts\Docume...
15		Good	1111003414	45	Idle	ISDN	CAUsers\Andrew Roberts\Docume...

- **Combine Hardware on same Host PC**-- Analog Recorder for Radio Channels, Digital Recorder for a group of Digital Phones or add a few IP Phones to record, all is possible using the provided BackOffice4IP Software.
- **Call Storage**- store calls on host PC or Server or on any network drive.
- **Certified PC Package**-- Let Intelligent Recording provide the entire turn-key package. Refer to our web site for details on our Certified PC Package, with complete remote installation support.

Call Reporter Pro 2 Admin Software :

L	B	Terminal ID	Di.	Caller ID	Call Time	Duration	Comment	Score
		Peter White		(555) 555-6743	01/03/05 07:20:41	00:03	This is a sample comment entry with tracking number: 463265...	
		Peter White		(555) 555-3796	01/03/05 07:14:11	00:03		
		Natasha Da...		(555) 555-1817	01/03/05 07:20:31	00:04		
		Debbie Poll...		(555) 555-4813	01/03/05 09:12:55	00:09	This is a sample comment entry with tracking number: 712932...	
		Celia Smith		(555) 555-2339	01/03/05 09:22:23	00:10		
		Ron Fisher		(555) 555-3319	01/03/05 10:20:20	00:03		
		Paul Black		(555) 555-1610	01/03/05 11:25:31	00:03		
		Peter White		(555) 555-4840	01/03/05 11:52:20	00:03		
		Sally Skillet		(555) 555-3407	01/03/05 12:52:21	00:03		
		Olivia Brava		(555) 555-5777	01/03/05 13:20:11	00:03		
		Victor Graves		(555) 555-1241	01/03/05 13:43:01	00:03		
		Tracy Walker		(555) 555-9343	01/03/05 13:44:54	00:03		
		Olivia Brava		(555) 555-1745	01/03/05 13:45:45	00:03		
		Susan Daly		(555) 555-3181	01/03/05 15:31:21	00:03	This is a sample comment entry with tracking number: 605523...	
		Victor Graves		(555) 555-1360	01/03/05 15:42:42	00:03		
		Ron Fisher		(555) 555-3092	01/04/05 07:51:12	00:03		
		Sally Skillet		(555) 555-3409	01/04/05 08:05:20	00:03		
		Oscar Sand...		(555) 555-3827	01/04/05 08:02:04	00:03	This is a sample comment entry with tracking number: 570291...	
		Pam Rover		(555) 555-4127	01/04/05 08:22:02	00:03		
		Ron Fisher		(555) 555-4848	01/04/05 09:34:40	00:03	This is a sample comment entry with tracking number: 534782...	
		Paul Black		(555) 555-3389	01/04/05 09:45:54	00:03	This is a sample comment entry with tracking number: 427704...	
		Victor Graves		(555) 555-3597	01/04/05 10:23:02	00:03		
		Peter White		(555) 555-6232	01/04/05 12:24:23	00:03		
		Susan Daly		(555) 555-1987	01/04/05 12:24:53	00:03		
		Aaron Tron...		(555) 555-3046	01/04/05 08:19:13	00:03	This is a sample comment entry with tracking number: 627670...	

- **Advanced Search, Playback & Export**-- Search by Date/Time, Caller ID, Number Dialed, or Extension with SMDR.
- **Reports plus Call Scoring with performance tracking**-- Don't just listen to calls, evaluate them as you go then track and monitor employee development and training results. Compare agents and track improvements over time.

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