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NEC

DVSAnalytics

(Encore® Technology Suite)

VoIP Call Recording

At a Glance

- Operates on either SIP trunk-side or VoIP station-side

- Both scalable and cost effective

- Implementation is quick, usually 2 to 5 hours

- Integrates with all of NEC's communications platforms

Overview

VoIP has revolutionized telephony and changed the way organizations and contact centers communicate with their customers. The cost savings, expanded communication channels and easy installs are just a few of the reasons why there is a movement to VoIP infrastructure and SIP connections.

NEC's VoIP Call Recording solution, dvsAnalytics Encore®, is a comprehensive recording and quality management solution which records calls in all IP environments, making Encore VoIP call recording both simple and cost effective. It provides enterprises and contact centers with a software-only, easy-to-use recording solution that ensures compliance, improves productivity and enhances the customer experience.

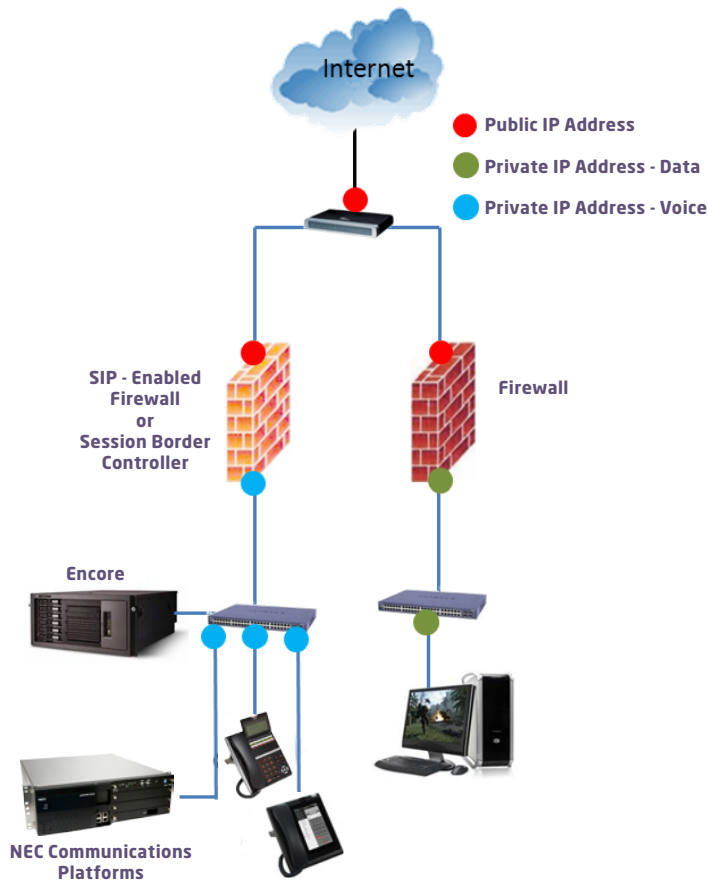### Benefits of Encore VoIP Call Recording

Encore VoIP call recording provides many specific advantages, including:

Multiple IP Recording Configurations - In the world of the new IP contact center, you can choose to record on either the trunk or station. dvsAnalytics' Encore® Technology Suite supports both SIP

trunk-side and VoIP station-side (subscription and port mirroring) recording. Since trunk-side and station-side recording capture different elements of a call, it is important to know what calls your organization needs to record.

For instance, do you want to record all conversations including calls to and from people outside the organization as well as internal conversations between employees? Or, do you want to record calls into your IVR, ACD messages (such as proving that the message is playing "this call may be recorded for quality purposes"), as well as calls that are forwarded to cell phones? Use the table below to select the right recording method for your organization; ultimately, one that will provide you with the data you need to quickly evaluate, analyze and improve the multimedia interactions within your organization.

IP Recording Requirements	Trunk-side	Station-side
IVR and ACD messages	Yes	No
Record Internal Calls	No	Yes

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Internet

- 🔴 Public IP Address
- 🟢 Private IP Address - Data
- 🔵 Private IP Address - Voice

SIP - Enabled Firewall or Session Border Controller

Firewall

Encore

NEC Communications Platforms

Scalable and Flexible - The Encore VoIP call recording system is highly scalable and can easily expand as your call recording needs grow. Thousands of extensions can be recorded in a single system with centralized or decentralized database access. Also, the Encore VoIP call recorder supports every type of NEC VoIP telephony solution and business environment, including home-based agents, virtual contact centers and branch and remote offices.

Centralized Deployment - Encore may be deployed anywhere on the existing data network, allowing the recording of local and remote devices on a single solution.

Simple Installation - Encore VoIP call recording requires no physical or hard-wire connections with the NEC IP communications platform or from each station or trunk. Implementation involves software connections which result in a quicker (about 2 to 5 hours) and easier installation.

Easy Maintenance - Encore VoIP call recording requires less administration. Adding new devices or moving a user's station can be made without cable rewiring, punch downs or cross connects. Furthermore, it's managed and maintained like any other software-based program, receiving regular software upgrades and enhancements.

CTI Integration - dvsAnalytics invests significantly in developing seamless integrations with all of NEC's communications platforms. When an Encore CTI (Computer Telephony Integration) link is provided, additional call data such as caller name and number, extension name and number, call type (external, internal, consultation or conference call), call retrieval efforts and analytics options are significantly enhanced.

Investment Dollars - Does your organization have fewer IP phones/stations than SIP trunks? Or fewer SIP trunks than IP phones/stations? With Encore you have choices. Understanding your organization's business environment will save your company from investing in unnecessary hardware or VoIP channel licenses. The table below recommends whether trunk-side or station-side recording is more cost effective.

Organization Situation	Trunk-side	Station-side
Fewer SIP trunks than IP phones/stations	More Cost Effective	
Fewer IP phones/stations than SIP trunks		More Cost Effective
SIP trunks but a mix of IP & traditional digital phone sets	More Cost Effective	
IP phone sets but traditional PRI or analog trunks/lines		More Cost Effective

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dvsAnalytics is a leading provider of workforce optimization software including call recording, quality management, analytics and workforce management solutions for enterprises and contact centers. For more than 30 years organizations have relied on dvsAnalytics' proven technology, innovative solutions and quality services to develop their workforce, optimize the customer experience and improve productivity. www.dvsanalytics.com

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