# **NTW**phone

# Voice recording



# **ADVANTAGES**

- Flexible storage period (permanent / indiv. number of days)
- Mark threatening calls for safe storage
- Save as .mp3
- Recording in stereo (2 channels)
- Recording across sites
- Encrypted storage and double authentication for save access to audio files
- Conversation management with search functionality
- Flexible playback / download: Jabber, Cisco phone, web browser
- Start/stop functionality in
   Cisco Finesse and Jabber
- Storage in up to three locations

# **Recordings without detour**

The recording module NTWvoice provides the possibility to easily save and play-back recordings on Cisco IP phones and in Jabber. This is possible for incoming and outgoing calls.

The recording is done directly from all channels to the recording server. This functionality may be used across sites and for international companies.

### Flexible recording

All calls are recorded in stereo. The caller and the called are assigned a separate channel each. Thereby, statements can be clearly and unequivocally attributed to one of the participants.

If the recording functionality is activated for an IP phone or in Jabber all calls are recorded. The storage period can be set flexibly – keep permanently or only for a specified number of days. Threatening calls may be marked during or after the call and are then stored for a predefined period.

The recordings are automatically converted to MP3 and stored in up to three locations (e.g. local, FTP).

Using the manual recording, it may be defined individually at which point of the conversation a call should be recorded. The clearly arranged start/stop button for the recording functionality is now available on all devices: also in Cisco Jabber, Finesse and NTWcall Attendant Console.

# Secure play-back

If required, recordings may now be encrypted before storage. The double authentication prevents unauthorized access to the audio files.

The conversations can be played-back on the phone, within Jabber or with a standard media player.

Flexible recording at the push of a button







#### **Configuration made easy**

The configuration of the voice recording solution is easy and takes only two steps. The first step is setting up the SIP recording profiles, storage guidelines and saving location. The second step is management and download of saved conversations.

#### **Easy conversation management**

All conversations are clearly displayed with time of call, call source and caller target. Using the comprehensive search, the desired conversation can be found fast and saved locally after entering the password.

Alternatively own and assigned voice recordings are available in Jabber. They also can be downloaded easily.

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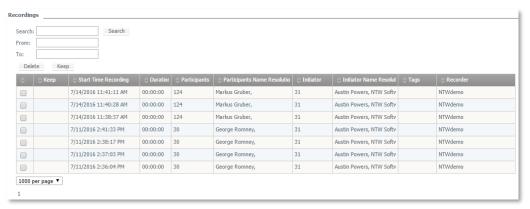
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Overview saved conversations and search functionality on website

#### **Prerequisites**

#### Hardware

4 CPUs (Cores)
8 GB RAM
Gigabit-/Fast-Ethernet network interface card
120 GB hard drive for installation
Virtualization supported (VMware & HyperV)

#### **Software**

Microsoft Windows 2019 or 2016 NTWadministration NTWrecording Service NTWservice Manager

#### **ICT** system

Cisco Unified Communications Manager 10.x (and higher)

#### **Phones**

Cisco IP phone series with display, Built In Bridge, and Jabber