

NTWphone

Voice recording

NTW®

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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Recordings

Search: Search

From:

To:

Delete Keep

<input type="checkbox"/>	<input type="checkbox"/> Keep	<input type="checkbox"/> Start Time Recording	<input type="checkbox"/> Duration	<input type="checkbox"/> Participants	<input type="checkbox"/> Participants Name Resolutio	<input type="checkbox"/> Initiator	<input type="checkbox"/> Initiator Name Resolut	<input type="checkbox"/> Tags	<input type="checkbox"/> Recorder
<input type="checkbox"/>		7/14/2016 11:41:11 AM	00:00:00	124	Markus Gruber,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/14/2016 11:40:28 AM	00:00:00	124	Markus Gruber,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/14/2016 11:38:37 AM	00:00:00	124	Markus Gruber,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/11/2016 2:41:33 PM	00:00:00	30	George Romney,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/11/2016 2:38:17 PM	00:00:00	30	George Romney,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/11/2016 2:37:03 PM	00:00:00	30	George Romney,	31	Austin Powers, NTW Softv		NTWdemo
<input type="checkbox"/>		7/11/2016 2:36:04 PM	00:00:00	30	George Romney,	31	Austin Powers, NTW Softv		NTWdemo

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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