



TeleWare

INTELLIGENT RECORDING BY TELEWARE

- Call recording to support training, compliance, governance and productivity requirements
- Flexible call recording made simple – on-site, in the cloud, on mobile
- Multiple recording, storage and retrieval options
- Seamless integration with existing telephony systems, including remote and mobile communications



INTELLIGENT RECORDING

Intelligent Recording by TeleWare enables organisations to easily manage all call recording requirements – irrespective of location and hardware.

Whether there is a need to record inbound or outbound calls for training, compliance, governance or productivity purposes, TeleWare Intelligent Recording provides a solution that is easy to use, manage and access.

Users can opt to Record All calls automatically or specific calls 'on-demand'. Storage duration can also be specified.

A range of optional additional security profiles enables organisations to decide how and where calls are recorded, and whether call data is encrypted.

How it Works

Intelligent Recording can be activated, managed and accessed in a variety of ways – ensuring common capabilities whether calls are connected on-site, with a remote worker, or via a mobile phone.

Integration with Existing Telephony System

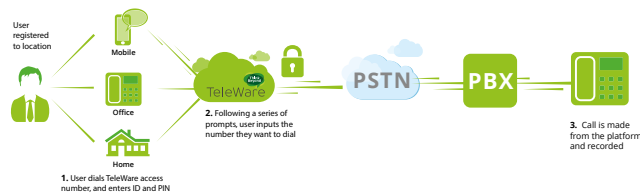
TeleWare Intelligent Recording can be integrated with your existing PBX (private branch exchange) telephony system, ensuring that inbound and outbound calls are routed through the TeleWare platform for recording purposes.

Cloud Call Recording

Users dial an entry number and follow prompts to activate call recording as necessary. Recorded calls are stored within the TeleWare cloud for simple retrieval.

Mobile Voice Recording

A TeleWare SIM card is inserted into the mobile handset – inbound and outbound calls are passed through the TeleWare platform and recorded when on a CAMEL (Customised Applications for Mobile networks Enhanced Logic) network. Recorded calls are stored within the TeleWare cloud for simple retrieval.



Inbound Call Recording

Flexible Recording And Retrieval Options

Record All

All calls are recorded automatically without any user intervention using the Record All option. All recordings are captured and stored within TeleWare's dedicated and secure platform, ensuring that your recordings are always available for retrieval via the TeleWare Call Recordings Interface. Users can choose the length of time they wish to store their recordings with TeleWare.

On-Demand Call Recording

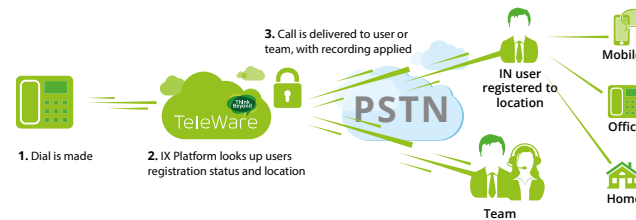
Users can choose to record calls upon demand by pressing the * key on their telephone handset using the On-Demand Call Recording options. On-demand recordings are emailed to an address specified by the user.

Integration Options

TeleWare Intelligent Recording can quickly and simply be integrated with existing telephony and computer systems.

Recorded calls can be downloaded to local computer systems using a secure file transfer process. A Windows Explorer extension enables easy search of downloaded call recordings.

To find out more about TeleWare Intelligent Recording and other call handling solutions visit www.teleware.com



Outbound Call Recording

Intelligent Import

Building on the secure file transfer process system, Intelligent Import provides an import application that can be installed on your network. The application can be scheduled via a Windows scheduling service. Intelligent Import is compatible with NICE, Verint and Red Box to provide access to mobile and fixed line recordings within a single management portal.

Optional Security Profiles

Intelligent Recording by TeleWare offers additional optional security profiles:

Business Calls

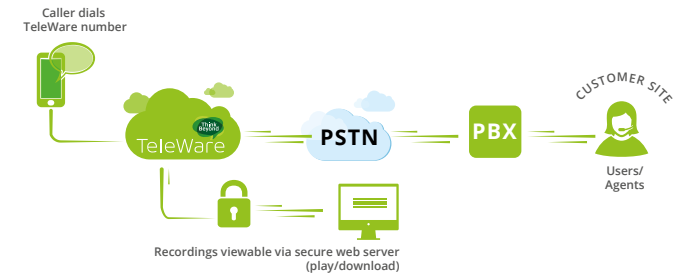
Calls are recorded securely and stored in the cloud for 30 days. Calls can be reviewed or downloaded via a secure web page.

Secure Calls

Calls are recorded securely and digitally signed as tamper evident. They are stored in the cloud for a minimum of 185 days. Calls can be reviewed or downloaded via a secure web page.

Encrypted Calls

Calls are recorded securely, digitally signed as tamper evident and encrypted. They are stored in the cloud for a minimum of 185 days. Calls can only be reviewed by nominated persons who have been granted access to the TeleWare decryption facility.



Access Call Recording

TeleWare Intelligent Recording empowers organisations to be:

- ✓ **more flexible**, by providing fully compliant call recording for all potential users – fixed line, mobile and remote workers.
- ✓ **more accountable**, with an option to specify how long call recordings should be stored.
- ✓ **more secure**, by providing optional additional customisable security settings that exceed compliance requirements while ensuring system resilience. Encryption ensures call recordings are only accessible by nominated individuals.



TeleWare



TeleWare

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For further details please call **+44 (0) 1845 526 830** or email thinkbeyond@teleware.com

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