



Call Recording

Maintaining a competitive edge in today's challenging business environment requires a high level of service to your customers. This includes efficient and professional telephone conversations—along with secure communications—within all customer interactions. And, call recording plays an important role.

Whether you run a call center or sales desk and are concerned with customer relations, or have a financial, medical, emergency or other services company that must comply with legal regulations, a call recording solution will transform and improve the way you do business.

By recording and reviewing telephone calls, you will be able to monitor the quality of staff-customer conversations, evaluate your staff's performance on calls, verify transactions made during a call and demonstrate call compliance with regulatory guidelines. These functions will help make your employees more productive, improve customer service, minimize legal risk and, ultimately, help your business operation thrive and grow.

- **Monitor Call Quality**—Review recorded calls to ensure that clients are receiving efficient and professional service
- **Evaluate Performance**—Assess staff and agent performance and identify ways to improve telephone and customer service skills
- **Verify Transactions**—Find calls quickly and easily and email an extract of a call to confirm transactions or verbal agreements
- **Demonstrate Compliance**—Help ensure legal compliance and manage risk by monitoring, encrypting and storing critical telephone interactions

Clarify and recordX Call Recording and Evaluation

Clarify and recordX are two powerful, yet easy-to-use call recording solutions with innovative features that let users securely record, archive, search, play and share telephone calls. Both solutions are fully tested with the latest versions of the Toshiba Strata® CIX and IPedge® business communications systems and can also run on a virtual machine in a VMware® environment for integration with a Toshiba system. Standalone and networked systems are supported, including remote agents.¹

The Clarify Call Recording adds support for agents and agent groups in a contact center environment (ACD call recording) through a tight integration with Toshiba IPedge systems and Strata CIX systems using Toshiba's Net Server. The time to configure the system is dramatically reduced since contact center agent and group extension data is automatically imported from Net Server.

Additionally, Clarify supports Toshiba Digital and IP Telephone station-side recording, a benefit to customers with a small number of extensions. And, recordings can be started, stopped, bookmarked and forwarded via Toshiba UCedge® client software that runs on iOS® and Android™ mobile devices, Windows® PCs and Mac® computers, as well as the Call Manager client running on a Windows PC²

How does it work?

Record and Archive

Clarify and recordX tap the business phone system's trunk lines (analog, T1 or PRI) or uses port mirroring (SIP) to capture and record the audio stream.³ In addition, Clarify supports station-side recording for Toshiba Digital and IP Telephones using the Toshiba voice over IP protocol. Clarify's easy-to-use Web-based Graphical User Interface (GUI) provides a powerful tool for simple system configuration and automatic imports of agent and extension information. Users configure Clarify to record (or not record) particular calls based on Agent, Extension, Caller ID or other criteria from a drop-down menu. The dashboard displays a list of ongoing calls being recorded, allowing users to easily select a call to start monitoring. recordX is configured to record all calls, or set to record on-demand by dialing an access code from the phone; SMDR data is collected to match the recordings to call details such as an extension number or Caller ID. With either call recording solution, all recorded calls are stored on a dedicated server or can be archived to an alternate storage location.

Encrypt/Mask Sensitive Data

Encrypted recordings along with tight security measures help ensure compliance with industry regulatory requirements, including the Health Insurance Portability and Accountability Act (HIPAA) and Payment Card Industry Data Security Standards (PCI DSS). Clarify and recordX use AES 256bit encryption, making call recordings secure and tamperproof, and encrypted recordings can only be played back using the proprietary call player. To help meet PCI

security requirements, a pause/resume feature can be invoked to pause the recording during a call so that sensitive credit card information is suppressed and replaced by silence. The replay will show a time stamp of when the pause and resume feature was triggered.

Filter and Search

A variety of filters can be combined to narrow down and search for a particular call recording, including by date, time or call duration, by extension or department, Caller ID or any combination of these and other criteria. For example, a manager may want to listen only to calls with duration less than one minute in length or listen to all calls made from a particular agent's extension. The search results will match only the criteria selected, making it easy to find, listen to, annotate and share the desired call(s).

Play, Review and Share

Users access call recordings through a simple-to-use browser-based interface and can review calls visually from Clarify's Web-based dashboard or with the recordX Advanced Media Player. With intuitive playback features, users can listen and make notes for later reviews, save the recording in MP3 format, or sending over email. A masking tool can suppress private information prior to sharing, and an Audit tab shows who has listened to or annotated a call recording.

Evaluate

Managers can assess staff performance using the simple Web-based Agent Evaluation tool, creating filters to capture a particular sample of calls such as from a new employee or calls from a specific customer. Calls are scored via a customized questionnaire and then compiled to generate graphical, evaluation reports and statistics which help managers track trends and performance and identify areas that require additional staff training or focus. Reports can be emailed as PDF files or saved to a hard drive.

Integrate External Systems

With the SDK (Software Development Kit), systems integrators can tie in external systems such as a database or CRM program for development of customized applications to meet a variety of business needs. Some examples include popping customer details upon receiving a call, automatically adding notes to recordings directly from a third party application, or initiating start/stop commands to control which part of a phone call to record. Clarify integrates with popular CRM applications such as Microsoft®, Salesforce®, ACT!® And Lotus Notes®.

Existing recordX customers with a Software Maintenance plan can upgrade to Clarify (a new license) at no charge. To find out more, contact an Authorized Toshiba Dealer at www.toshiba.telecom.com

FEATURES & SPECIFICATIONS

Trunk Side Recording

SIP, PRI/T1, Analog

Station Side Recording

DKT, IPT (Clarify), SIP
Analog, Mixed trunks/stations

Recording Rules

All calls, Inbound/Outbound, DN, Dialed Number, Caller ID, ACD Group (Clarify), Agent (Clarify), Account Code, Percentage (random)

On Demand Recording

Client (Clarify), Phone

Call Tagging/Completion Codes (Clarify)

Annotation

Retrieve (Search)

Date/Time, Inbound/Outbound, Duration, Calling/Called Name or DN Days, ACD Group (Clarify), Agent ID (Clarify),

Follow-up, Caller ID (area code, etc.), Annotation

Playback

Rewind/Pause/Fast Forward, Fast Play/Skip Held, Playlist

Sharing

Expiration Control (Clarify), Forward/annotation permission, Email, Mask out sections in export, Part Extract to WAV/MP3, Export to WAV/MP3

Quality Control

Evaluation Template, Evaluation Rules

Recording Management

Temporary, Archival

Live Monitor

Call List, Permission Control

Client Support

Windows, Mac (Clarify), Android (Clarify), iOS (Clarify)

Reports

On Demand/Schedule, Usage Campaign, Quality Control, Overview

Configuration

Standalone, Network (Clarify)

Security

Usage Logs, HTTPS, Active Directory Integration, Usage Alarms, User-defined Security Policies, 256bit AES Encryption

Other

Virtual Machine Support, HIPAA, PCI Compliance, Screen Recording, CRM Integration (Clarify), SDK, Speech Analytics⁴, System Alarms

System Requirements

Toshiba Strata® CIX R5.0 or higher⁵, Toshiba IPedge®/IPedge Application Server, R1.7.1 or Net Server

recordX Recording Server (SMDR Integration)

4GB RAM, Quad Core Processor, 500GB Hard Drive, Two Network Cards (SIP), Sound Card or Built-in Sound, Feature with Speaker (if playback on server is required)

Clarify Recording Server (CTI Integraion)

16GB RAM, Quad Core Processor, Windows 7 64 bit or later, 2TB Hard Drive, PCI Express Card Slot (if interface card is used), Gigabit Ethernet Port, Sound Card or Built-in Sound Feature with Speaker (if playback on server is required)

- 1 With Clarify in networked systems (via Unifier), remote agents can be supported as long as the trunks and queues are in the same node; all features are supported for the main node, but recordings are not associated with extensions in the remote node, and the client control capability is not available.
- 2 Clarify call recording integrates with Toshiba's UCedge 2.6 or higher client software running on Android and iOS mobile devices, Windows PCs and Mac computers, as well as the Call Manager client running on a Windows PC (Windows 7 or later is required).
- 3 SIP trunk integration has been tested with Toshiba SIP trunk service.
- 4 Speech Analytics will be available later in 2016.
- 5 MIPU cards with the latest firmware should be used for SIP trunk recording.

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Toshiba America Information Systems, Inc. Telecommunication Systems Division

9740 Irvine Blvd., Irvine, CA 92618-1697 | To locate an Authorized Dealer, call: (800) 222-5805 | National Accounts (800) 234-4873 | www.telecom.toshiba.com

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