

Storacall-ST flexible, reliable and expandable recording solutions for every business.

Verification

Confusion over an address, telephone number or instruction can be quickly clarified with call recording.

Compliance

PCI DSS and FCA compliant.



Dispute Resolution

Resolving a dispute is greatly reduced and the outcome improved if call recording has been implemented.

Performance & Training

A cost effective way of achieving improved performance.

Litigation Protection

Call recording can minimise the risk of legal action.

Sample Search Criteria

Basic search date, time, channel, user name or extension

Advanced search call duration, CLI, dialled digits, notes and many more

Saved Searches saved searches allow you to create templates for easy call search and playback

The **Storacall-ST** recorder is a highly featured, cost effective and reliable recording solution providing from 2 to 240 channels of recording per box.

The ability to have distributed architecture (realms) along with multi-site support allows your solution from Storacall to grow with your business.

Storacall-ST has been developed using our vast experience in the telecommunications market, Storacall Voice Systems have been trading for over 40 years, we know the issues you face and are here to help every step of the way.

Storacall-ST is a proven call recording solution and has the ability to record calls via handset, trunk, hosted / cloud based or any mixture of this technology.

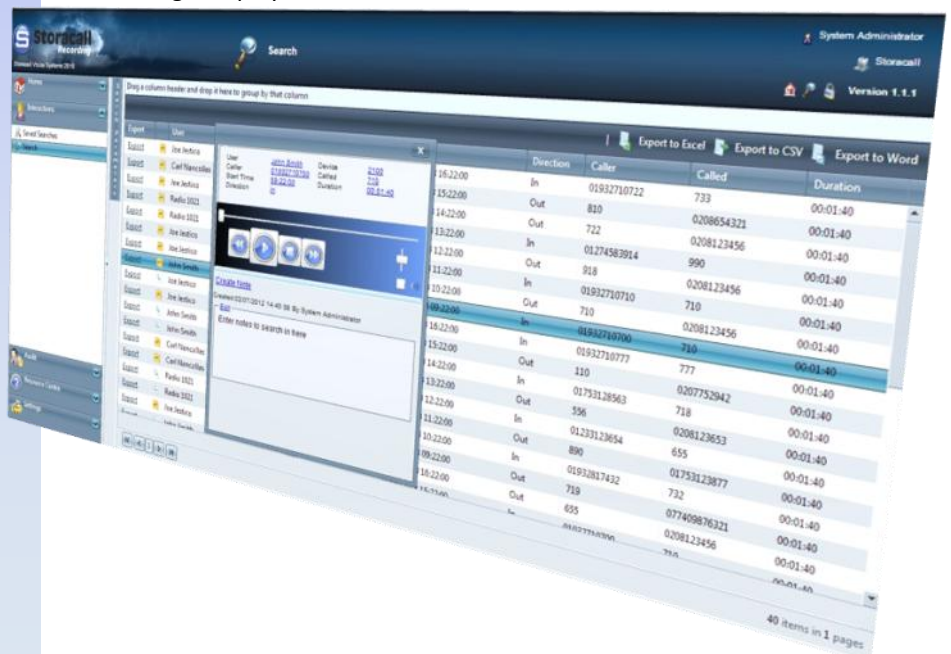
We integrate to analogue trunks / extensions, IP trunks, SIP trunks, Basic Rate ISDN, Primary Rate ISDN, Hosted VoIP and the majority of digital, IP and SIP handsets.

Storacall-ST works with businesses of any size and across multiple sites and blends of telephony.

The unique architecture of **Storacall-ST** means that it runs just like any other web page and all a user requires in order to use Storacall-ST is a browser. What this means is fewer maintenance overheads for system administrators and no clashes or problems with conflicting desktop applications.

Passwords are fully encrypted providing total security, you can set password expiry and the system administrator has a password recovery option.

Storacall-ST has been developed using Microsoft ASP.net development & application environment with Silverlight multiple browser media manager & player.



Methods of Call Recording

Storacall-ST supports trunk-side, extension-side IP, SIP, SIP Trunks, hosted, cloud and radio recording providing a highly flexible reliable solution.

Trunk Side Recording

For trunk recording the **Storacall-ST** interfaces directly with the trunks before they reach the PBX system. Trunk side recording is best suited to applications where a blanket recording solution is required.

Extension Recording

For extension recording the **Storacall-ST** records calls direct from the handsets via a connection in the PBX room, no desktop wiring is required.

Reliable

Full Turn Key Solution

Easy to Use

FCA & PCI Compliant

Cost Effective



**Developed, Installed
and Maintained by
Storacall**

Storacall-ST has a range of advanced features including:

True Web Based Interface

A new-generation call recorder with a true web based interface.

Fast Search and Retrieval

The advanced design lets you search, retrieve and playback calls with simplicity and speed.

Flexible Call Archiving

Fully configurable archive module giving you total control of call storage either locally or remotely.

Full API Integration Module

Enables integration of external systems.

Notes Fields

Add notes to calls and use those notes as searchable fields.

Full Audit Trail

Searchable audit trail so you can see who has done what on the system.

Automatic System Health Checks

Automatic heartbeat monitoring application to give you total peace of mind.

Business Units and Groups

Split your business calls into groups, teams and/or departments then search on this information.

User Profiles

Fully customisable user profiles allow you to see the information the way you want to see it.

Security Profiles

Fully customisable security profiles .

Export Search Results

Allows you to export your call recording data to csv or word for report generating.

High-Level Experience

Storacall have been supplying systems to an impressive list of clients for over 40 years.



Features at a Glance

Storage and Backup

Automatic call archive	✓
Ability to archive off-site	✓
FTP archive with password protection	✓
Choose how long to archive calls	✓
Archive calls for different departments/teams	✓

Searching for Calls

Date, Time and Duration	✓
Caller ID (if available)	✓
Dialled Number	✓
Extension Number	✓
Call Direction (Inbound or Outbound)	✓
Notes (add searchable notes to calls)	✓
Agents Name	✓
Team and/or Department	✓
Saved Search Filters	✓

Connection Types Available

Digital, SIP and IP Extensions	✓
Analogue Extensions and Trunks	✓
ISDN-30, ISDN-2, DASS, DPNSS or SIP Trunks	✓
Hosted/Cloud Recording	✓

Security

FCA compliant	✓
PCI DSS compliant - credit card masking	Optional
256 bit call encryption	✓
Fully customisable security policies	✓
Black list recording rules	✓

System Details

Fully scalable from 2 to 240 channels per box	✓
Ability to have multi-sites	✓
Pro-Active heartbeat monitoring	✓
Unlimited replay clients	✓
Mix analogue, digital and IP in a single solution	✓
Agent Evaluation Module	Optional
Speech Analytics Module (AudioSearch)	Optional
Full API Available	Optional
Excellent Audio Compression	✓
Export and Email calls	✓
Ability to export to CSV, Excel and Word	✓
Full Audit trail with ability to export results	✓
Ability to have multiple servers	Optional
Data collection via database integration	Optional
Agent Free-seating and Hot-desking support	Optional

Optional Modules

Storacall's **Agent Evaluation Module** enables you to ensure calls are evaluated objectively and consistently so that the performance measurement is credible in the eyes of all the stakeholders i.e. agents, team leaders and managers, and comparisons are meaningful between agents and teams.

Storacall **AudioSearch** is a speech analysis package using unique phonetic technology which allows quick and accurate search, review, list, categorisation and tagging of large volumes of call recording audio. It can also be used to search voice mails, video and other audio sources.

Storacall's **API** is a collection of functions that allow end user programs to extract call data, and/or export calls from the Storacall Recorder without recourse to the web interface.

Storacall's **PCI DSS Module** allows the sensitive credit card information of any telephone call to be masked from being recorded.

Storacall

Integrations

If your equipment is not listed please give us a call

AVAYA


CISCO

ERICSSON 

 **LG**

 **MITEL**

Panasonic

SIEMENS

 **Telrad**
NETWORKS


Asterisk


Alcatel-Lucent



BOSCH


Your Connection to the Future

NEC

NORTEL
NETWORKS™

 **MOTOROLA**


SAMSUNG

 **ShoreTel**


SAAB

TOSHIBA
Leading Innovation >>>

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 **Storacall**
Recording