



WAVE REPLAY

C A L L R E C O R D E R

CENTRALIZED RECORDING AND QA

FULLY FEATURED ENTERPRISE SOLUTION



Tadiran Telecom

WAVE REPLAY

CALL RECORDER



WAVE REPLAY

Wave Replay is a full-featured enterprise solution offering a complete range of integrated modules consisting of audio recording, agent evaluation and training, screen recording, reporting, and contact management. The system is highly reliable, scales to support multi-site environments, supports redundancy and clustering, and has the interfaces to integrate into any Tadiran telecommunications environment.

A RICH FEATURE SET

- Full Time recording or web-based Recording on Demand
- Creates centralized recording and QA solution
- CLA integration
- VoIP recording of MGCP, SIP and SIP trunk
- Supports remote agents recording off Sentinel Pro
- G.711, G.722, and G.729 codec support
- Polycom phone support
- Composit Contact Center integration
- Supports multi-site architectures
- Provides investment protection for the future
- Allows you to easily upgrade and expand
- Screen capture with up to three screens
- Integrated quality monitoring and training
- Provides PCI Compliance on sensitive data
- T1/E1/PRI recording
- Analog trunk or station recording

Name	Start	Length	Called	Calling	Account No.	Order No.	Disposition
Shelley, Mike	Apr 10, 2011 12:20:00	00:04:00	00:07:31	000778491	000778491	2009021230	100%
Andreas, Andreas	Apr 10, 2011 12:20:00	00:07:31	00:07:31	000778491	000778491	2009021231	100%
Shelley, Mike	Apr 10, 2011 12:20:00	00:07:31	00:07:31	000778491	000778491	2009021232	100%
Shelley, Mike	Apr 10, 2011 12:20:00	00:07:31	00:07:31	000778491	000778491	2009021233	100%
Shelley, Mike	Apr 10, 2011 12:20:00	00:07:31	00:07:31	000778491	000778491	2009021234	100%

TELEPHONE CALL RECORDING

- Efficiently play calls with the quick play button
- Flag and set disposition for any call
- View comments and evaluate scores
- Identify call by:
 - Agent name
 - Start time
 - Length
 - Caller ID
 - Dialed number
 - Custom fields
 - Disposition

Group: Sales

On Current Interval: Interval Time 15

ACD Calls: Acpt. 1, Avg Time (sec) 00:00, Avg Idle calls 0

On Last Interval: Inst. calls 0

Calls in Queue: Calls 0, Above T.ASA 0, Ansd. 1, Talk 00:07, TSP 100%

Avg. Time 00:00, Max Time 00:00

Agents logged in: idle 0, TSP 100%

Released: 0, ACD 0, Statistics: Max Time (sec) 00:00

Wrap-up: 0, Non-ACD 0, RPH 4, Talk 00:07

Busy: 0, Split 0, ASA 00:00, Abnd. 00:00

Current Calls Talk Time: # Too Long 0, Max 00:00, RQD 1, Inst. 00:00

POWERFUL COMPOSIT INTEGRATION

The Wave Replay provides a fully-featured integration with the Composit Contact Center. The Composit is able to completely control what calls are recorded and when the recordings start and stop. The Composit also tags recorded calls with a rich set of data to enhance the search and reporting features of the recorder. The agent that took the call is set, the call Disposition is set, notes typed during the call are added as comments to the recording, and multiple custom fields can be set as well.

Full-screen media player interface with playback controls, search, and navigation options.

When a recording is viewed full screen a full featured media player is available. Each feature set is contained in separate sections that can be collapsed and expanded as needed. Some of the features available are listed below:

- Playback controls
- Bookmarks
- Custom fields
- Comments
- Call disposition
- Flags
- E-mail
- Evaluate Call

FULLY FEATURED ENTERPRISE SOLUTION

audio recording • screen recording • reporting • agent evaluation and training

VoIP CALL RECORDING

Port mirroring (span) packet sniffing technology is used to record Tadiran VoIP phones. MGCP or SIP call control packets as well as RTP audio are recorded. The proprietary information in the call control messages is decoded to record enhanced information about calls, such as caller ID data that shows up on a display and call direction.

The Wave Replay can record remote employees that are connected to the phone system through a Sentinel Pro. By mirroring the data going in/out of the Sentinel Pro into the recorder, it is able to uniquely record calls from a public data stream.

TRADITIONAL CALL RECORDING

For Tadiran analog or digital stations, the Wave Replay supports passive wire tapping to record those phones. Audio is recorded as well as some additional information from the display of the phone that could include callerID.

In circumstances where it makes more sense to record T1/E1/PRI lines, the Wave Replay supports that along with an integration to the CLA link to capture additional information, such as the agent or extension that answered the call. With T1/E1/PRI recording, calling and called party and call direction are captured even without the CLA link integration.

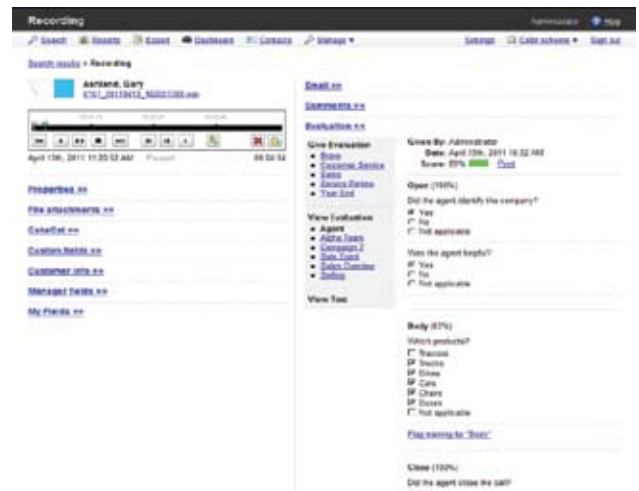
The Wave Replay supports Recording on Demand using three separate methods:

- Phone key presses
- The Wave Replay Web based monitoring dashboard
- An installed Wave Replay client application
- Recording on Demand also supports two modes:
 - Toggle Mode which allows the recorder to be turned on/off at any time
 - Entire Call Mode will record the entire call no matter where in the call, the record request was made.



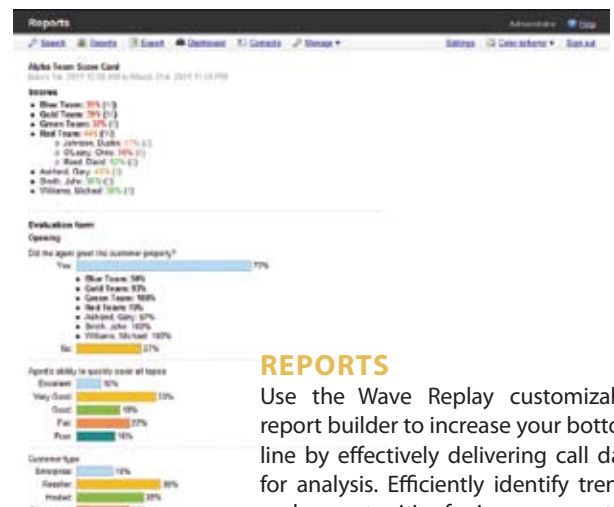
GROW YOUR BUSINESS

Use in single and multi-site environments from 4 to 6,000 phones. It's designed from the ground up for unlimited scalability.



AGENT EVALUATION, TRAINING & TESTING

Supervisors can control playback while evaluating the call taking advantage of the bookmark feature for efficient coaching. Immediately identify pass/fail scores by color coded percentage scoring on the playback and search results screen.



REPORTS

Use the Wave Replay customizable report builder to increase your bottom line by effectively delivering call data for analysis. Efficiently identify trends and opportunities for improvement by evaluating performance of agents and groups to the call center. Each report can be used to create charts in different formats, printed and emailed

TADIRAN TELECOM - A WORLD OF COMMUNICATIONS FOR EVERYDAY BUSINESS

With its first business telephone systems introduced in the late 1960's, Tadiran now has distribution in 41 countries. Tadiran is known for its highly reliable and amazingly configurable systems, many still in service since the 1980's and, thanks to affordable upgrades, performing with the enhancements of today's telecommunication technologies. Tadiran is furthering its commitment to provide cost-effective systems that offer adaptability to future technologies and deep configurability to meet the needs of specific industries both large and small. Tadiran America Business Partners are qualified to sell, install and maintain Tadiran telephone systems.



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COMPOSIT®
CONTACT
CENTER

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