

recordX award winning fixed and mobile recording for every business

oak

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recordX is a unified call recording solution that includes fixed line, mobile and VoIP recording in a single solution.



call recording **recordX**

● **Resolve Disputes**

Find calls quickly and email an extract of the call to your client to confirm contract details.

● **Demonstrate Compliance**

For many organisations it is necessary to show that FSA rules have been followed.

● **Monitor Quality**

Review calls to ensure that all clients have been dealt with professionally at all times.

● **Improve Performance**

Work with staff to develop their telephone and telesales techniques.

● **Share**

Share conference calls and online meetings with business colleagues.

recordX is designed to enhance your business by enabling you to deliver the best possible service to your customers.

By recording all telephone orders or discussions, you can quickly confirm back to a customer what was agreed. This enables any disputes to be quickly resolved and for the customer to be retained for future business. It also means the avoidance of time-consuming litigation.

recordX also works alongside your staff to help them develop their customer service skills as well as drive new sales through better telesales techniques.

recordX meets the regulatory requirements defined by the FSA and by other regulatory bodies. It is also updated regularly to ensure that it continues to meet the latest regulations as and when they change.

Users can securely access **recordX** both locally and remotely and review recordings that their security policy allows.

recordX works with businesses and call centres of any size, as well as multiple sites, to deliver the maximum benefit at the most cost effective price.

recordX is scalable from 4 to 480 ports per system.

+ Modules

recordX Mobile

Oak in conjunction with Voxsmart have done a seamless integration to record Blackberry devices directly onto the recordX platform. A single user interface allows all call types to be viewed and played.



Play - Review calls visually within Oak's media style call player.



CSX
call recording

call recording **recordX**

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recordX is the perfect solution for every business.

OPTIONS	STANDARD	PREMIUM	ENTERPRISE
Store & Backup Calls			
Automated Secure Archive	✓	✓	✓
recordX Trunks (All Extensions)	USB Solution	USB Solution	PCIe Solution
PRI(ISDN30)/DASS2/SIP	Up to 30	Up to 30	Up to 480
BRI(ISDN2)	Up to 16	Up to 16	Up to 64
Analogue	Up to 8	Up to 8	Up to 64
Selective recording/deletion	X	✓	✓
recordX Individual Extensions			
Digital	X	Up to 16	Up to 64
Analogue	X	Up to 8	Up to 64
VoIP/IP	X	Up to 100	Up to 480
Search for Calls			
Notes	✓	✓	✓
Date, Time, Duration, CLI, DDI	✓	✓	✓
Dialled Number, Direction	✓	✓	✓
Add & Search Flags	✓	✓	✓
Extension	X	✓	✓
Department (when used with Report)	X	✓	✓
CRM and Customer Fields (requires SDK)	X	✓	✓

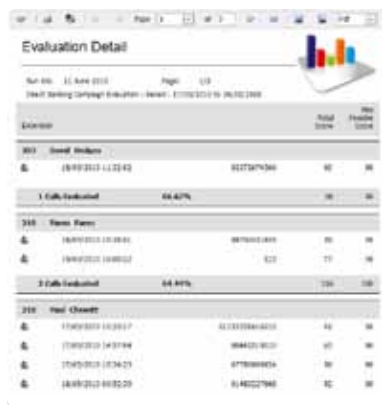
+ Modules

Call Evaluation

This module allows Managers and Supervisors to carry out the objective and automated evaluation of calls.

By scoring calls against manager defined questionnaires, both quality and performance can be measured and used as the basis for both improvements in customer service and for reward schemes.

- Design Custom Questionnaires
- Create Sample Call Sets for Evaluation
- Run Graphical Reports
- Identify Training Needs
- Measure Performance Improvement over Time



OPTIONS	STANDARD	PREMIUM	ENTERPRISE
Play Calls with Advanced Media Player			
Review multiple calls at the same time	✓	✓	✓
Review whole or part of a call	✓	✓	✓
Speed up or slow down playback	✓	✓	✓
Extract all or part of call to WAV	✓	✓	✓
Email call extract to client.	✓	✓	✓
Place markers in call & add labels	✓	✓	✓
Add searchable Notes to call	✓	✓	✓
Mask out section of when exporting	✓	✓	✓
View Audit trails	✓	✓	✓
View and listen to calls live	✓	✓	✓
Evaluate calls using recordX Evaluation	X	✓	✓
Integration			
D Channel (CLI/DDI)	✓	✓	✓
SMDR/Extension	X	✓	✓
CTI/CRM/Database using recordX SDK	X	✓	✓
Security			
FSA compliant	✓	✓	✓
Calls encrypted & tamper proof using 256bit AES	✓	✓	✓
User defined security policies	✓	✓	✓
Listen to own/department calls only	X	✓	✓
PCI DSS compliant - credit card	X	✓	✓

Mobile Recording

Our market leading voice recording solution can now record mobile telephony traffic. This enables organisations in the Financial Services industry to record mobile communications in a fully compliant manner, to ensure that users adhere to market regulations and also meet FSA, MiFID and BSI 0008 standards.

SDK

The recordX SDK is an optional set of tools and documentation that enables software/database engineers to integrate external systems with the recordX application. Systems integrators can use the recordX SDK to for fill a variety of business requirements including PCI compliance. The SDK allows third party software vendors to initiate start/stop commands allowing customers to control which part of the telephone call the recordX system should record thereby ensuring sensitive information is not recorded.



CSX provides the building blocks that will support your business - changing with you and with the times. Use just one of our applications or all of them - or build up your ideal total solution at your own pace.



recordX
call recording



reportX
call reporting



connectX
application integration



dialX
power dialler

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