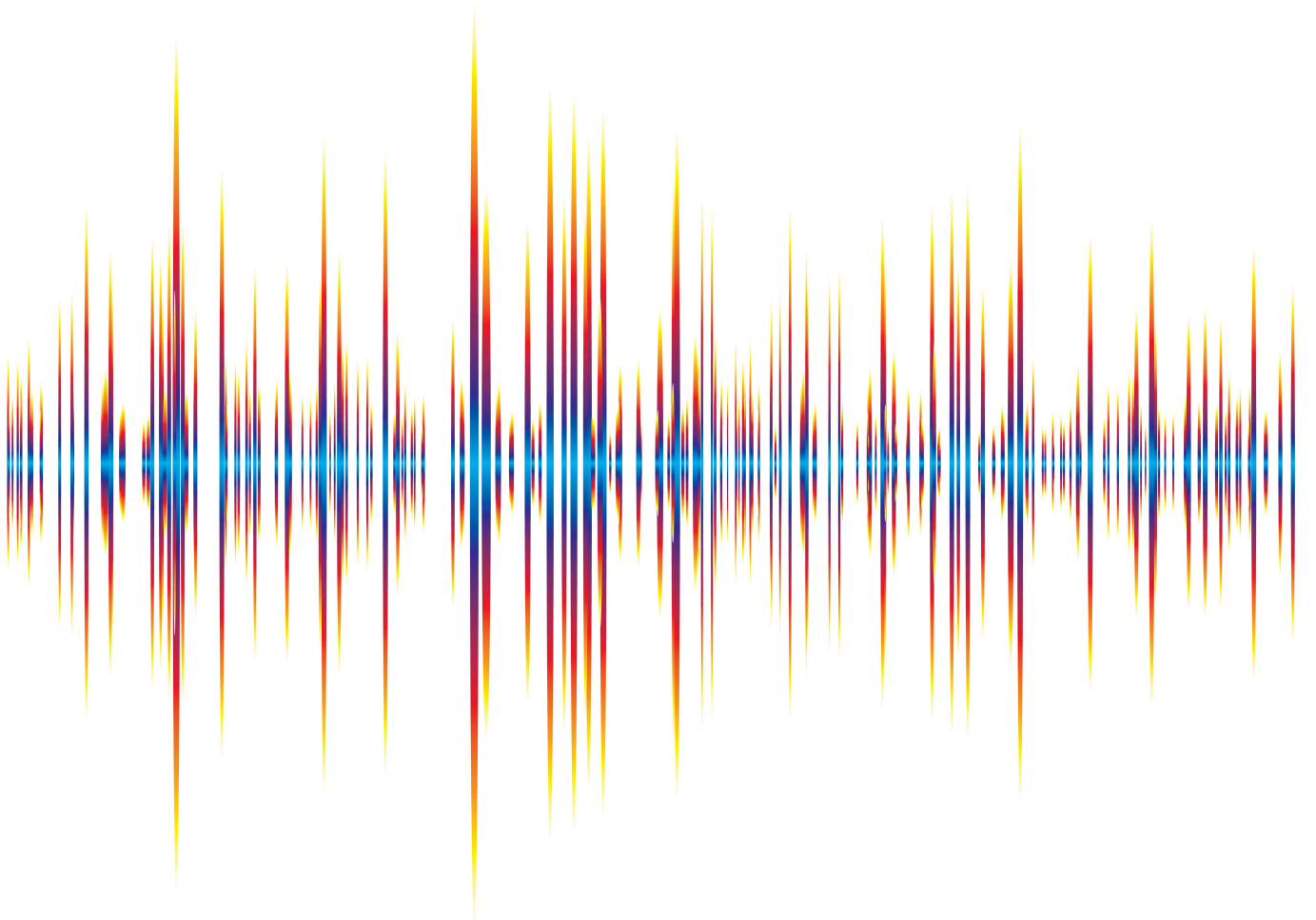




powerful call recording
for single or multi-sites organisations



Overview

Secure encrypted recording for single or multi-sites, accessible through any standard web browser



TIM Talk is a unique call recording proposition which combines our award winning call logging platforms, one or more Magic Boxes and our precise RTA service to provide a fully-integrated call-logging/recording solution.

The Magic Box sits between your lines and telephone system and passively intercepts your phone lines, monitoring and recording all calls to and from your organisation. Our call logger collects all CDR records and our RTA service ensures 100% matching between the two.

Of course, the added bonus of this fully-integrated solution is that you get the unprecedented ability to listen to the actual audio of any phone call in any call logging report!

By default, all calls are securely encrypted using the industry standard 256-bit key AES algorithm. Out of the box we also include: extension matching, quick call search, audit trail, call scoring, notes facility and even call scoring!

You even get the ability to exclude any entity from logging or recording by simply selecting the 'Do not log/record' options.

You can record multiple sites just as easily as a single site without any of the network issues normally associated with multi-site recording. This is because the actual recording is stored locally. However the web interface on either TIM Plus or Enterprise will allow you to retrieve any recording from any site in seconds!

Quick search

Searching for a call is a simple affair. You can retrieve and listen to any call in seconds from any web-browser for immediate playback. No additional client software is required at the client PC.

The TIM Talk solution also enables **single-click searching** on any combination of call details such as date & time, dialled number, caller ID, but in addition, you can search for calls made or received by **individual users**!

A screenshot of the 'Quick call search' form. It includes fields for 'Call type' (All call types), 'Period' (Today), 'Dialled number', 'CLI', 'Site' (All sites), 'Group', 'User', and a 'Limit results to' field set to 100 calls. A 'Search' button is at the bottom.

Easy listening

When you find the call just click to play, add a note, or find other calls that are associated with it. You can even add your own scorecards and rate the call based on any criteria you find relevant.

Advanced reporting

Wherever a user sees an individual call anywhere throughout the entire call logging system, they can (with appropriate access), click on the speech bubble icon alongside the call... and listen to it!

A screenshot of a call log table with columns for 'Duration' and 'Cost'. A tooltip 'Click to play recording' is shown over a speech bubble icon in the third row.

Duration	Cost
00:02:11	0.00
00:06:22	0.00
00:02:38	0.00
00:01:16	0.00
00:03:01	0.00


Powerful features

Flexible and intuitive search options, single-click play and a host of features just thrown in as standard make TIM Talk supreme value for money

Easy call search

The flexible and intuitive search capabilities on TIM Talk mean you can retrieve a single call or series of calls in seconds for immediate playback by any authorised web user.

Single-click play


Each call logging record has a  icon alongside indicating the presence of any associated call recording. You simply click to play. The calls are listed as shown and you have to do nothing more than 'Click' to play the recording!

13:25:36	121001	UNAVAILABLE	Jvana Marks	8	00:00:07	0.00	
13:23:23	London	02089907000	AJ Singh	1	00:04:25	0.00	
13:22:41	Amanda Lynn	02077539761	London	0	00:00:01	0.03	
13:22:31	Orange	07968209002	Matt Earley	11	00:01:47	0.00	
13:22:13	120011	UNAVAILABLE	Warren Peace	2	00:00:03	0.00	
13:20:08	Tom Perry	07768414534	Vodafone	2	00:01:43	0.22	

Controlled access levels

You can easily restrict access so that the managers of different sites or teams can only access their own calls and recordings. Alternatively, full access can also be given to some individuals to allow them to access several teams and/or sites.

View all call Legs

If the call has additional legs, the  icon will light up. To see or hear these additional legs, just click on the icon and all related call legs will be shown automatically.

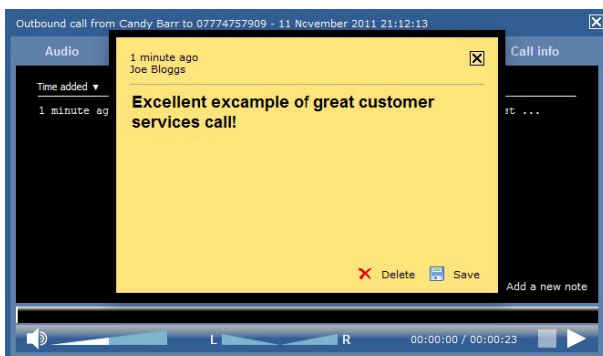
02079071000 Scott Manson 00:00:40


Call Audit

An audit facility is included as standard so you can see who listened to a call, when they listened to it and the IP address of the machine they were on while listening.

Flagging important calls

As well as having the recording at your fingertips, why not go a step further and have the facility to add notes to calls. TIM Talk includes this advanced feature as standard. Any call with a note attached is displayed as follows:



Adding a note is simple, just click on the  icon as if you want to listen to the call. Then select 'Notes' and press 'Add' if you would like to add a note to a call.

When reviewing a call, you will see any attached note. The note is automatically date and time stamped and the name of the person who added the note is automatically added. You will see a brief preview of the note. Simply click to open fully and read. The notes facility is ideal for training purposes as it allows managers to easily flag up calls that they want to review at training sessions.

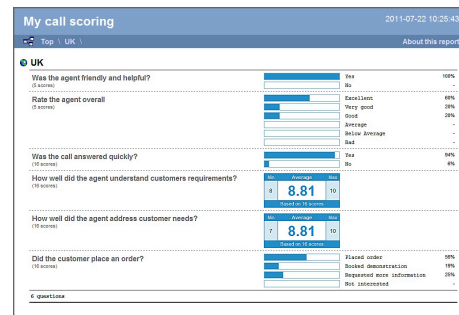
Call Scoring

You can create your own score cards and rate any call for evaluation purposes. The scores can be based on any combination of:

- Yes/No answers
- Range answers e.g. 1-10
- Multiple choice answers

Our reporting interface provides a comprehensive analysis of previously-scored calls, enabling you to quickly and easily evaluate the answers to your scored calls.

All "Yes/No", "Range" or "Multiple Choice" questions are summarised in a clear, easy-to-understand format. Each question is shown separately and grouped into their respective categories.



Encryption

All calls are securely encrypted using the industry standard 256-bit key AES algorithm.

Stereo recording

Stereo recording allows you to listen to both sites of a call independently if required.

Fully integrated Call Logging

Because TIM Talk includes either the TIM Plus or TIM Enterprise call logger as standard, you benefit from the even more advanced call search options available in the reports section.

How does it work?

Designed for easy deployment and suitable for small single-sites, large single-sites and multi-sites at the same time as well

The form factor of a **Magic Box** is the same as a standard drive so it's easy to incorporate into existing hardware, or with the 19" rack mounting kit available separately. Up to three Magic Box units can fit side-by-side into 1U of rack space.

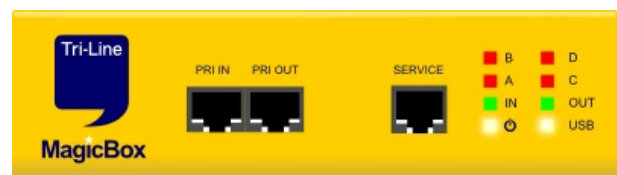
Expansion is easy since each unit is self-contained. It's therefore the perfect solution at sites where completely separate recorders are required for security reasons or where do not want to pull large voice files across your network!

USB connections are mounted both front and rear to facilitate ease of connection when installed into a PC chassis. More importantly, the forward facing telephony connectors ensure changes are effected with no disruption to other wiring in the vicinity of TIM Talk. Calls are highly compressed using a 15000bps stereo codec, and securely encrypted using the industry standard 256-bit key AES algorithm.

Limitations

By default, the system is supplied with Microsoft SQL Server 2005 Express, therefore the call database has an upper limit of approximately 5.5 million call recordings.

The server should not use any other USB devices, since these may interfere with the smooth running of the call recording bus.



Technical info

The Magic Box occupies a 5¼" drive bay (about the size of a standard CD-ROM drive) on your PC. One box will monitor up to 30 PRI (ISDN30), 8 BRI (ISDN2) or 8 x Analogue lines.

Up to four boxes (any combination) can be mounted inside a standard mini tower PC.

For higher capacities, the boxes can be bolted horizontally and mounted in a standard server rack. Networked PCs can be interconnected for very large scale call recording.

Dimensions

146mm wide, 227mm deep, 42mm high (1U height unit).

These dimensions are the same as a CD/DVD drive unit, TIM Talk interfaces are designed to use these drive bays.

Connection

The hardware device is connected to the host server by way of a high-speed USB2.0 cable from the rear of the unit.

Storage & power requirements

Capacity is limited by the amount of hard disk storage available. The following is a rough guide to the amount of storage you may need:-

250GB Hard disk space = 44,000 channel hours
500GB Hard disk space = 88,000 channel hours
700GB Hard disk space = 132,000 channel hours
1TB Hard disk space = 176,000 channel hours

Power Requirements

The unit can be powered either by an internal power connector inside the PC (the type used for hard disks, CD-ROM drives, etc.) or an external transformer (supplied with UK plug).

Inputs

Standard analogue line (POTS), basic rate (BRI) and primary rate (PRI) ISDN inputs are available. For ease of access, all input connections are made via front panel RJ45 sockets.



Why use call recording

Lead by example

Instead of telling staff how you want calls handled, play an example of a call that was handled well. Our powerful directory based interface can be configured to allow staff to listen to their own calls so they can hear for themselves when they are failing to deliver clear, concise information

Resolve disputes

Retrieve the recording to prove what was actually said or not said!

Clarify misunderstandings

Play back a call to clarify any misunderstanding that may have arisen. Alternatively play back to retrieve phone numbers, post codes or indeed any vital information that may have been scribbled down wrong.

Protection

Protect your staff from abusive or threatening behaviour by informing all callers that calls will be recorded.

Create a knowledge base

By storing and maybe even allowing employees access to important or informative calls. This is particularly useful when training new employees.

Make training easy and fun

Pick the good calls and show people how easy it is to do the job well. Use your own phone system to do 'mock' calls and show them what you mean by a bad call.

Raise standards

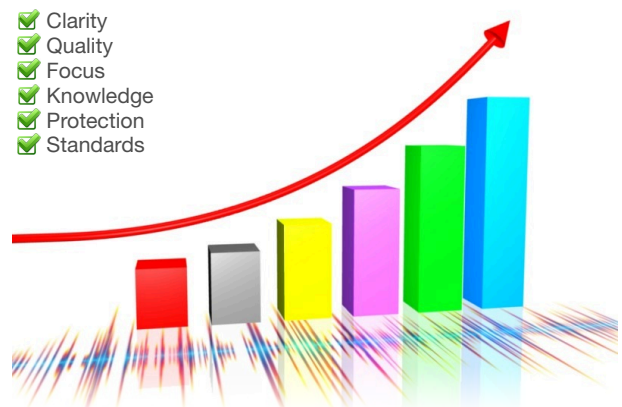
When staff know their calls are being recorded, they are unlikely to provide a sloppy or offhand service. And this means happier clients.

Understand your business

Sometimes it is hard when running a business to be aware of what is done and said at every level in your organisation. By recording calls, you can do simple spot checks at any time to hear for yourself what your customers experience on a daily basis.

Check first

If an odd call appears on your call logging report, e.g. a long overseas call, you can listen to it and check whether it is legitimate before taking your employee to task over why it was made.



Download a free trial today

Speak to your vendor to arrange a free full trial of the software on your own phone system(s).



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