

## The most powerful yet easiest to use call recording solution available

### Resolve Disputes

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

### Demonstrate Compliance

For many organizations it is necessary to show that regulatory 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 the perfect solution for every business.



### Search

Search for calls based upon a complete range of enriched search criteria.

### Play

Review calls visually within OakSi's media style call player.



## Search for Calls

- Date, Time, Duration, CLI, DID ✓
- Dialed Number, Direction ✓
- Extensions, Notes ✓
- Department (When used with Report) ✓
- Agent, CRM & Custom Fields ✓
- Add & Search Flags ✓

## Play Calls with Advanced Media Player

- Review multiple calls at the same time ✓
- Review whole or partial calls ✓
- Speed up or slow down playback ✓
- Extract all or part of call to MP3/ WAV ✓
- Email call extract to client ✓
- Place markers in call & add labels ✓
- Add searchable notes to call ✓
- View and replay audit trail reviews ✓
- View and listen to live calls ✓

## Security

- FSA Compliant ✓
- Calls encrypted & tamperproof ✓
- User defined security policies ✓
- PCI DSS compliant - credit card ✓
- HIPAA Compliant ✓

## Store & Backup Calls

- Fast retrieval of calls ✓
- Multi-Site ✓
- Automated secure backup ✓

## Additional Modules

- Agent Evaluation ✓
- Screen Recording ✓
- CRM Integration ✓
- Virtual Machine Compatibility ✓

## Record Trunks (All Extensions)

- PRI/DASS2/SIP ✓
- BRI (ISDN2) ✓
- Analog ✓
- Selective recording/deletion ✓

## Record Individual Extensions

- Digital ✓
- Analog ✓
- SIP/IP ✓