

# Samsung OfficeServ Call Recording



## Give your customers a voice

A fully integrated Call Recording solution for the OfficeServ 7000 range of systems, which can record your ISDN30, ISDN2 or Analogue trunks. By providing a complete management and call recording solution, which is contained and managed from a single work station or server, storing, finding, playback and archiving of calls is just a click away.

## Is it right for you?

Many types of organisations can benefit from using OfficeServ Call Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres/doctors surgeries and any company that is legally bound to record calls. However, call recording is vital for any organisation that is serious about:

- Resolving “who said what” disputes
- Telesales and marketing training
- Confirming quantities and specifications of an order
- Staff protection from abuse
- Litigation purposes, can be used in court
- Monitoring staff performance
- Monitoring customer care

## Why choose OfficeServ Voice Recording

### Easy

- Industry best stereo playback – to enable easy recognition of customer and employee
- In-built archiving functionality
- Recordings can easily be e-mailed direct from the play back screens
- Multiple and extensive search criteria to find a call
- Recordings can be exported as WAV files
- Web based interface for easy access

### Comprehensive

- An external call is recorded from the time it arrives at the system including when the caller is put on hold, transferred or in a queue – to provide a complete record of verbal transactions and the whole callers experience.

### Safe

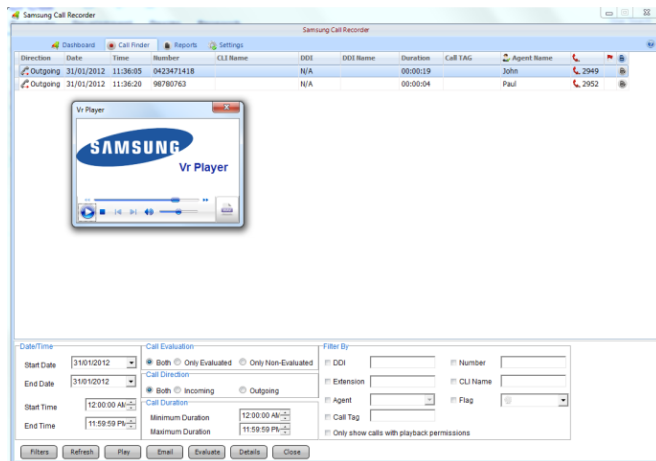
- Storage and direct playback is protected using strong encryption; ensuring your information is secure
- The system can manually or automatically archive call recording depending on requirements

### Flexible

- Any currently installed OfficeServ 7000 series system can be easily upgraded to use OfficeServ Call Recording.
- Password protected user profiles to prevent unauthorised playback

### Fully integrated

- OfficeServ Voice Recording is fully integrated to the OfficeServ 7000 series platform.
- Users can find a call using the following parameters: Time, Date, DDI, CLI number, Extension and Agent



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## Is it legal?

Organisations are permitted to record their customers calls, provided that they comply with the legislation covering listening and recording of communications. A copy of Industry Guideline – G516:2004 Participant Monitoring of Voice Communications can be downloaded from [www.commsalliance.com.au/Documents/all/guidelines/g516](http://www.commsalliance.com.au/Documents/all/guidelines/g516)

## System Requirement

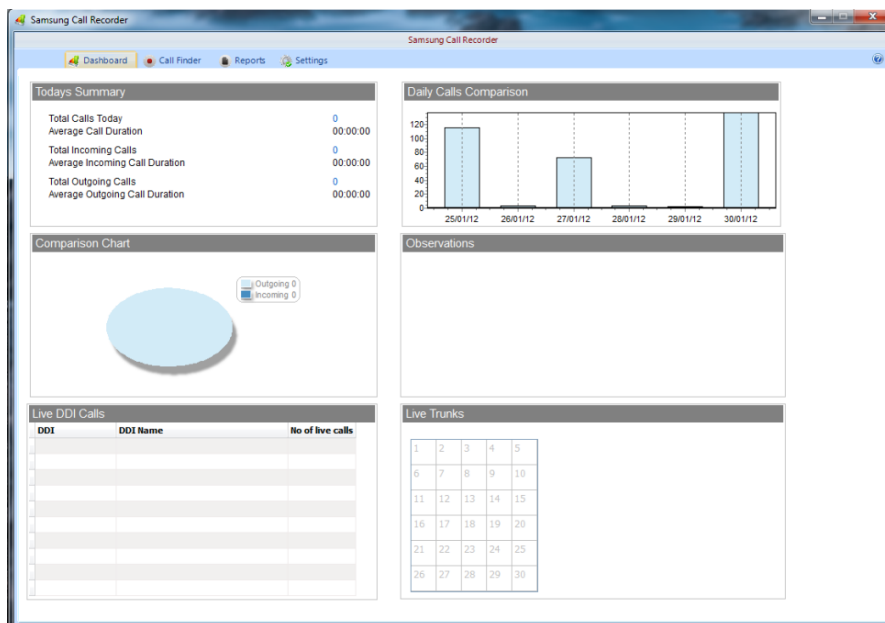
### OfficeServ Call Recording

- Dedicated Dual Core PC, 2.8Hz or faster
- 32/64 bit Windows 7 Professional, Windows Server 2003/2008
- Minimum 2GB RAM (3GB preferable)
- 250GB (minimum) Hard Disk Free Space (C: partition)
- CD-Rom drive, DVD-RAM or NAS for archive

\* The size of site and number of calls per day does affect the minimum specification of the PC – please enquire if unsure.

### OfficeServ Call Recording Package contains:

- 1 x USB hardware module
- 1 x OfficeServ Call Recording CD
- PC not supplied



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