Samsung CMS Recording

Call recording and quality monitoring.

Samsung Call Management Suite (CMS) Recording is a fully integrated plug-in module for the Samsung CMS Reporting of products, which can record your ISDN30, ISDN2, SIP or Analogue trunks. It provides a complete management and call recording solution contained and managed from a single work station or server. Therefore storing, finding, playback and archiving of calls are just a click away.

Many types of organisations can benefit from Samsung CMS Recording. In particular, there are obvious advantages for legal firms, insurance companies, call centres, public agencies, health centres/doctors' surgeries and any FSA* regulated company that is legally bound to record calls.

Why choose Samsung CMS Recording?

Seamless integration with your Samsung phone system:

- ISDN30, ISDN2, SIP or Analogue call recording.
- Encryption
- Call tagging/notation
- Trim and extract
- Audit trail of user access and playback
- Extension tagging
- Manual Stop/Start and Pause using DTMF*
- Automatic Stop/Start with optional CTI*
- Integrated to your OfficeServ system

Functionality Overview

Easy to use

- Simple dashboard layout to find calls quickly
- In-built archiving functionality
- One-click email of recordings from the playback screens
- Extensive search criteria to find a call
- Recordings can be exported as WAV files
- A call is recorded all the way through its route even if a caller is put on hold, transferred or in a queue

Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage and playback is encrypted
- Automated archiving.

Flexible

- Any currently installed Samsung CMS Reporting package can easily be upgraded to Samsung CMS Recording
- Easily scalable and cost effective, from just a few users to many hundreds
- Whether you have ISDN2 and Analogue or ISDN30 and SIP – any combination and number of lines can be catered for in one seamless solution.

Multi-site recording

Record an unlimited number of sites centrally with web access to any recording.

Optional enhanced recording upgrade

This upgrade enhances Samsung CMS Reporting enabling managers to evaluate calls while listening to them and to report on the evaluations and call outcomes.

Audit trail of call access

Monitor who played back which calls and when, using the audit trail.

Compliant

All recordings are securely held in an encrypted format which gives compliance with Policy Statement 08/1 by the FSA. PCI compliant Stop/Start is achievable using the built-in DTMF* support or through integration with the server.

*DTMF not currently available on SIP trunks. Automated stop/start only available when an exact unique CLI match is provided.

Simple deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 224 ISDN30 channels. Our two methods of deployment are using USB devices or PCI/PCIe cards.

Comprehensive

A 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 full caller experience.

Why Record Calls?

- **Monitor call quality and staff performance** to improve company standards and customer care
- **Resolve 'who said what' disputes** by confirming details from a call such as quantities/specifications of an order, protecting both your business and your staff from disputes
- **Protect staff from abuse**
- **Train staff on call handling techniques** and customer interactions to improve performance
- **Regulatory compliance** (for FSA* regulated companies)
  - PCI DSS support
  - Encrypted (legally admissible in court for litigation).

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COMMUNICATIONS
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FEATURES MATRIX

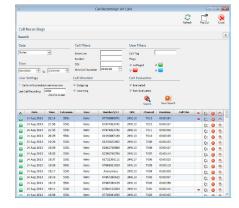| SYSTEM FEATURE	Samsung CMS Recording
Analogue, ISDN2, ISDN30 and SIP call recording	Y
Security through encryption	
Trim and extract recordings	
Save / email recordings as .wav files	
Audit trail of user access and playback	Y**
Daily call analysis	
Call flagging	
Multi-site recording	
Web-based recording playback	Y
Essential reporting	
PCI DSS compliance	
Deployment via USB	
Deployment via PCIe cards	Y***
Stop/Start and Pause using DTMF dial tones (not currently available on SIP)	Y
Automatic Stop/Start of call recording based on CRM integration (limited capabilities on SIP)	Y*
Report on call outcomes real-time	
Extension tagging	
Call tagging/annotation	Y**
Call quality monitoring	
Call evaluation, feedback, results and audit reports	

*   Refers to the United Kingdom (UK)

**Requires contact centre agent
***Requires enhanced recording pack
****Requires PCIe card upgrade
Call recording is not supported on virtual machines

Minimum system requirements

- Dedicated Dual Core PC, 2.8GHz or faster
- Windows XP / 7 Professional, Vista Business, Server 2008
- 3GB RAM
- 250GB 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.

SERVER STORAGE SIMULATION   UNIT: GB

With RTP encryption	agents	1 day	1week	1 month	1 year
Save as encrypted .wav file Conditions: 460KB/minutes | 4 hrs a day | 5 days a week | 20 days a month	10	1.1	5.3	21.1	252.7
	25	2.6	13.1	52.6	631.8
	50	5.3	26.4	105.3	1,263.7

For more information, please visit: www.samcom.com.au

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