



CALL RECORDING SOLUTION

IPLDK's optional integrated Call Recording is a new application from LG that allows users to record telephone conversations onto their PC. Caller's information can be added for easy future reference. On-demand Call Recording has never been so cost effective and easy to use.



BENEFITS

Time and Cost Management

You can determine cost units that can be associated to all calls. Ideal if your time is money! Simply run reports against individuals or groups to determine total costs over periods such as a week to enable you to bill your customers accurately for your time.

Enhanced Contact Management

You can import contacts from Outlook to automatically add customer information to the recording based on calling line identification as well as. Important notes that you add against customer records can then be exported back to Outlook. Other databases can be catered for by alternatively importing and exporting from Excel.

Ease of Use and Configuration

A simple and intuitive graphical interface allows easy access to all key functions of the Call Recording application and user configuration elements. USB connectivity takes away the need for a more expensive and complex networked solution.

Track Important Calls

The on-demand nature of the Call Recording application allows you to be in control of which calls you record and subsequently reduce the amount of hard drive space that the recordings take up. As all recordings are stored as WAV files you can quickly and easily search the CRS database and include them as attachments in emails.

Exceptional Message Storage

CRS recordings take up to a maximum of 254kbps of storage per minute of recording. This would allow in excess of 13 consecutive days of recording could be stored on the average 80Gb hard drive!

FEATURES and TECHNICAL SPECIFICATIONS

- Record live conversations
- Intuitive search facility
- Import Outlook contacts
- Send recordings as email attachments
- Assign cost units for each recording
- Adjustable audio compression
 - Windows PCM (450kb)
 - Microsoft ADPCM (254kb)
- User-definable key mapping
 - i.e. Record = CTRL+R
- Back-up to user or networked PC
- Store recordings to user or networked PC
- Integral contact manager
- Compatible with Call Manager Advanced and Call Manager Attendant applications

- Minimum 24 button 7000 series digital handset required
- USB Connectivity
- Wave format (.WAV)

Minimum System Requirements:

- Operating systems:
 - Win 98, NT, 2000, Me, XP Pro
- Pentium III, 800 Mhz
- 128Mb RAM
- 200Mb Hard Drive
- SVGA Monitor (256 Colours, 800 x 600)
- Pentium MMX 800Mhz Processor
- 64Mb RAM
- Sound Card



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