



## Powerful, Intuitive Call Recording for Today's Business Needs

### VALIDATE COMMUNICATION AT EVERY LEVEL

Telephone conversations are vital for today's business. Conversations need to be recorded by law, for liability purposes, for training and customer service enhancements, or simply to recall what was said (or not said). Small or large, local or global, Engage Record's innovative and efficient design makes call recording affordable for every organization.

### BENEFITS

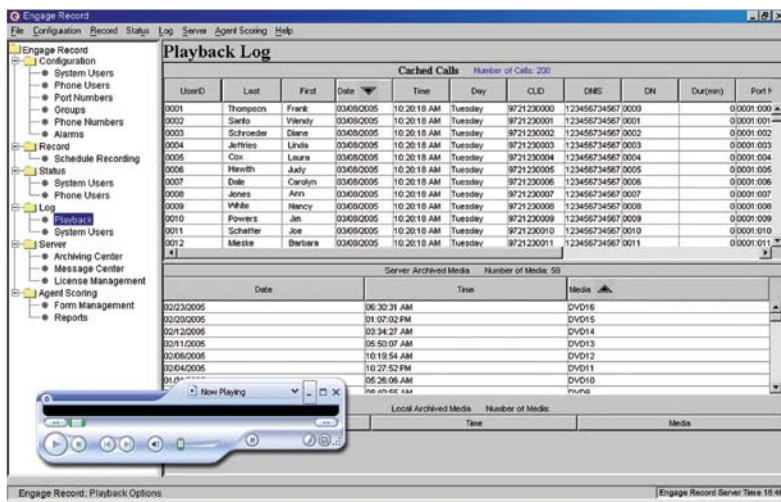
- Ensure service quality, accuracy, and proficiency
- Improve the sales process by enabling review of customer requests, prevent miscommunications, and facilitate post-evaluation of selling techniques
- Capture market intelligence on perceptions, needs, and preferences of customers
- Resolve disputes quickly
- Improve training efficiency
- Reduce losses in frivolous lawsuits, agent misconduct, and threatening calls

Engage Record electronically captures telephone conversations for virtually any purpose, whether looking to ensure top quality customer service, mine customer calls for invaluable intelligence, avoid frivolous lawsuits, provide audio copy with written dictation, or avoid conduct issues. There is virtually no end to the returns businesses can reap from an Engage Record investment. Archives of customer calls can be reviewed, emailed or posted to any PC via a standard multimedia format. And Engage Record is the only "in-skin" interface on selected systems.

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Easily search and playback any call recording from your PC desktop.

## FEATURES

### Works with a wide variety of phones

Support for all standard PBX/key system technologies, including analog, digital, and IP Telephony. Simple installation can have call recording implemented in one day.

### Record and store telephone conversations

Simultaneously record calls on as few as four (4) trunks or as many as 448 phones on a single server. Automatically record all calls, record on-demand, or set up rules for recording based on incidents, schedules, customers, agents, or even at random.

### Record entire conversations even from mid-call

The only system with Conversation Save™, for on-demand recording of an entire call from its inception, when activated at any point before the end of the call.

### Store calls in a variety of formats

Write to DVD, store on a server or a remote mass archiving device, including SAN/NAS support.

### Supports advanced recording architectures

Support conventional SPAN architecture as well as the latest dual media stream technology (only available on selected systems).

### Retrieve and playback to your desktop

Retrieve recorded calls on-demand in a simple PC interface and play them using standard players such as Windows® Media Player. You can even access them securely from a remote location.

### Share anywhere

Distribute a recorded call easily by simply attaching it to an email, posting it to a web site, or saving on a disk. The audio file can be sent to anyone, anywhere, regardless of whether they are recording enabled.

### Search for similar calls

Classify upon playback to organize or flag notable conversations. You can then quickly retrieve all calls matching certain criteria. Engage Record stores various aspects of the call (call time, date and caller ID) to enhance your documentation and retrieve calls with the powerful search and sort tools.

## ENHANCEMENTS

### Record conventional radio conversations

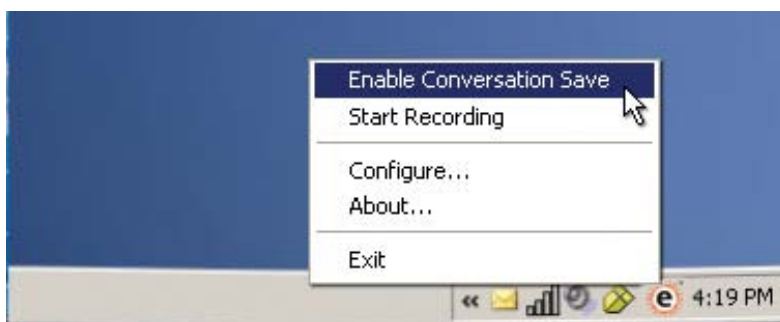
TelStrat's *Radio Handset Recording Application* captures communications held with radio handset users as simply as recording on telephones. Designed to capture each radio conversation independently, this enhancement to a standard Engage system also provides organizations our exclusive combine-and-play/download feature, a time-synchronized merging of the audio recording playback so the voices of both parties are audible from a single playback session. See compatibility data sheets for platform-specific availability.

### Analyze recorded calls

TelStrat's *Recorded Call System Reporting Application* supplements your existing reports by reporting on recorded call data in flexible reporting parameters. Continuously improve contact center quality by pinpointing call tendencies and trends by leveraging reports to assess skill sets and training needs, gauge individual customers' support needs, track overall call performance, and determine peak call volumes in order to staff accordingly. Easily export data to other applications to share in other documents, slide shows or emails.

### One-click management for large environments

With TelStrat's *Centralized Management Application*, users can manage functions and commands across multiple servers in tandem. Designed for multi-server environments, up to 8 servers, administrators can adjust server settings such as ACD agents, ports, dialed numbers, recording criteria, incoming phone numbers, user rights, call logs, hard drive storage, and a host of other settings in a centralized, consolidated view. Remote management is also available.



**Engage Record is the only call recording solution with the one-click Conversation Save™ feature that records the entire conversation even in mid-call.**

For more information on the Engage Contact Center Suite, contact your authorized telecom equipment reseller or TelStrat.