iCS

iCS has teamed up with leading telecoms system provider Splicecom. Vision, Splicecom's modular Business Management suite for the SelectVoice platform allows users connected to cloud, on premise and blended systems to benefit from a rich set of call recording features, including;

Activating Call Recording

Recordings can be made automatically, based upon a pre-defined user(s) inbound and/or outbound calls, internal calls, or calls to a specific department/DDI. Alternatively, a 'blanket' recording of all calls in and out of the SIP and/or ISDN services can be set up.

Users with Splicecom PCS IP phones, phone partners and IP softphones (excluding iPCS) also have the ability to manually instigate call recording on an ad-hoc, call by call basis.

Users with Splicecom PCS IP phones, phone partners and IP softphones (excluding iPCS) can also manually 'mask' recordings when taking confidential information. There is also the ability to integrate with a payment system to perform the call recording MASK ON/OFF automatically.

Where non-Splicecom PCS devices are deployed (i.e. Yealink phones), blanket call recording is available for all inbound and outbound calls.

Searching For Recordings

Vision Record is an integral element of Vision Business Management, which means searching for a specific call is quick and easy using Vision Reports. In fact it's EXACTLY the same process as finding a call log entry, which saves you a great deal of time when compared to non-embedded 3rd party call recording systems.

Whilst viewing a Vision Report the administrator or manager can drill down through the report; view a table, click to drill down to the specific call summary with integrated record playback. Using the embedded search call facility, users can target the specific call information based on time/date stamp, calling number, call target, who the call was answered by, or the caller's actual name as entered in the Contacts database of the SelectVoice platform.

Playing Back Recordings

Once a recording is identified for playback the administrator or manager playing back the recording is identified in the Recording Access Log. This clearly identifies time/date stamp, login name and playback type – the latter is defined as; listen, download or forward by email.

Permission Based Security

Access to call recordings can be permission based with an administrator or manager's login specifying which users or Groups of users they can monitor, alongside which departments/Call Queues.

Automating Reports

Should an administrator or manager choose a specific Vision Report to be automatically scheduled as an email, the report within the email still allows for the drill down and playback of call recordings.

Managing Recording Storage

Storage can be managed by specifying the location, allowing the recordings to be stored locally to the SelectVoice platform, or, subject to IT requirements, via a network attached storage device. Storage of call recordings can be 'purged' to allow for the deletion of recordings older than the specified time period.

Notifying Callers

Notifying callers that call recording will be taking place is a simple-to-use feature within SelectVoice. Should you wish to notify a caller that their call will, or may, be recorded then the SelectVoice Announcement feature plays a pre-recorded message to the caller before the call is presented to the targeted ring Group or user.

General Trawl   **Specific Search**