



# Unity Smart Recording

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## Call recording application

Offer a call recording solution for your organization.

## Brochure

USR Version: V.3.2

Reference No.: USR-V.32-202302

# 1 INTRODUCTION

Unity Smart Recording (USR) is a call recording solution for call centers, operator and service center, customer care... in a centralized or distributed model for multi-site. It combines communication features of the IP/Hybrid PBX system that can interface with:

- Unify Pabx.
- Alcatel-Lucent Pabx.
- NEC Pabx.
- Grandstream Pabx.
- etc.

Unity Smart Recording V3.2 offers various enterprise features:

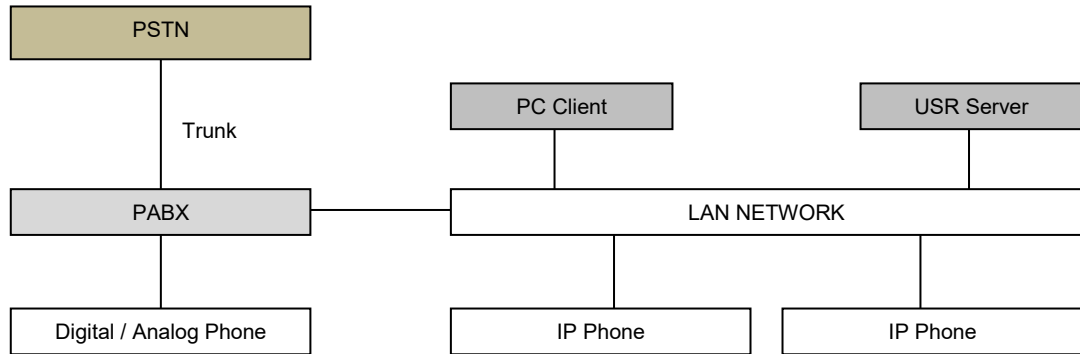
- Record the call.
- Screen pop up.
- Search and listen.
- Report...

The range of functions can be adapted to customer requirements and conditions of use by acquiring different licenses.

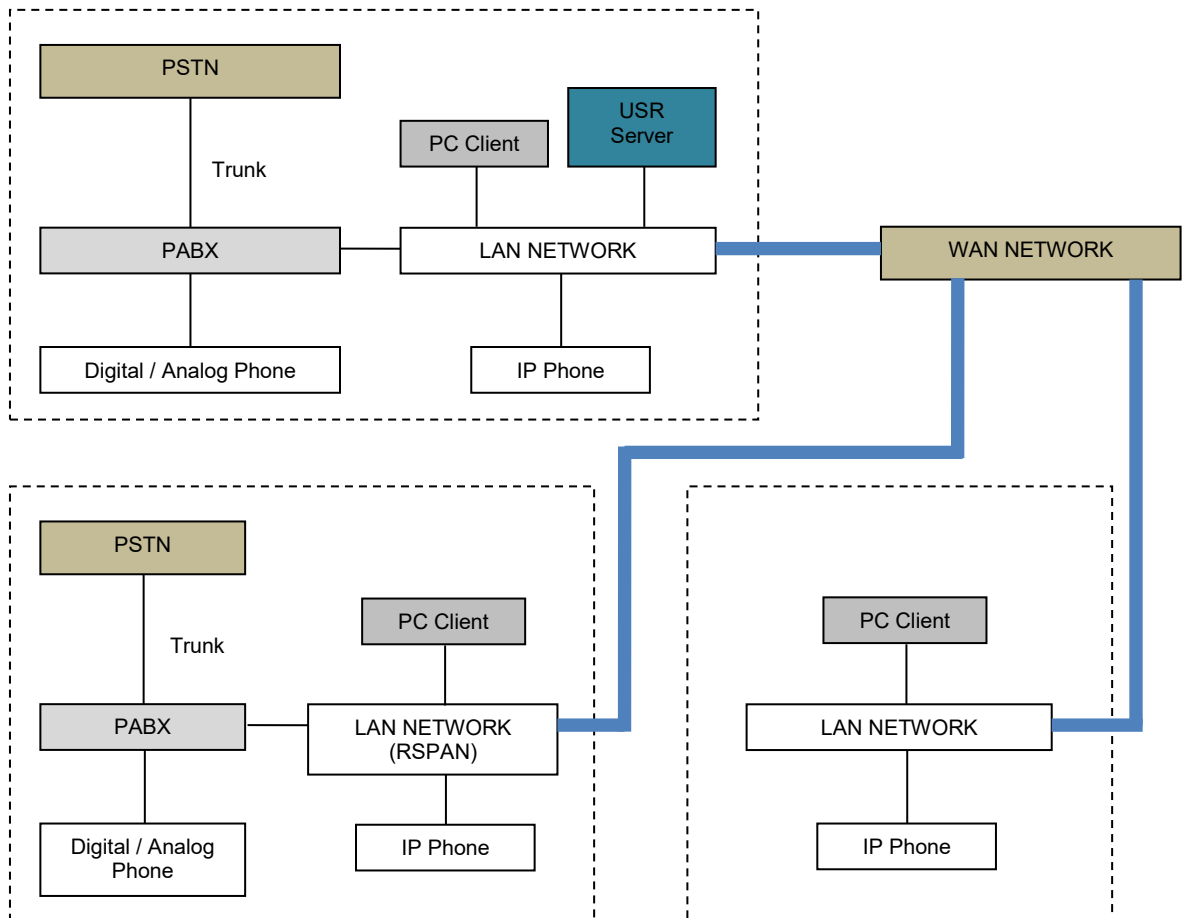
## 2. APPLICATION WORKING DIAGRAM

Unity Smart Recording support both centralized and distributed solutions.

### 2.1 Single Diagram



### 2.2 Multi-site Diagram



## 3. KEY FEATURES

### 3.1 Recording

- Recording automatically activates according to the call with predefined conditions (phone number, time, user, ...)
- On-demand recording (user enabled from phone or computer)
- Public network connection-oriented (trunk-side) recording, allowing all incoming and outgoing calls to be recorded to all extensions of the telephone system.
- Synchronize call information with the phone system (CTI, SMDR)

### 3.2 Screen Pop-up

The customer data contained in the database associated with the phone number (caller / called number) is automatically displayed on the computer screen allowing users to have enough information for quick processing. Quickly respond to customer requests as well as update necessary information.

### 3.3 Search and listen

- Search by many criteria: center (location), time, duration, machine number, user (agent), queue, topic, note.
- Allow users to update topics, information notes for each call and search again by topic, content of notes.
- Export call list and information to file (.xls)
- Listen directly through the web interface or download as .wav .files

### 3.4 Storage

- Stored locally at each recorder, ensuring no data loss when the transmission to the center is interrupted.
- Centralized storage at the server, automatically downloading from the recorder when there is a new call or according to a preset schedule.
- Compress recording data to save storage space (6MB/h, GSM compression)
- Automatically delete recording data according to the maximum number of days of storage and ensure that minimum free storage space is maintained.
- Automatically backup recording data to server drives and network drives (NAS/SAN)

### **3.5 Administration**

- Friendly web interface, access anytime, anywhere.
- Decentralize access, synchronize with network/computer access accounts.
- Warning of loss of transmission / full drive by email.
- Automatic configuration backup.

## **4. COMPATIBILITY**

Unity Smart Recording V3.2 is telephony application. It provides superior connectivity with almost all PBX System via LAN.

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