



Apresa

Cost effective
Call Recording
without compromise

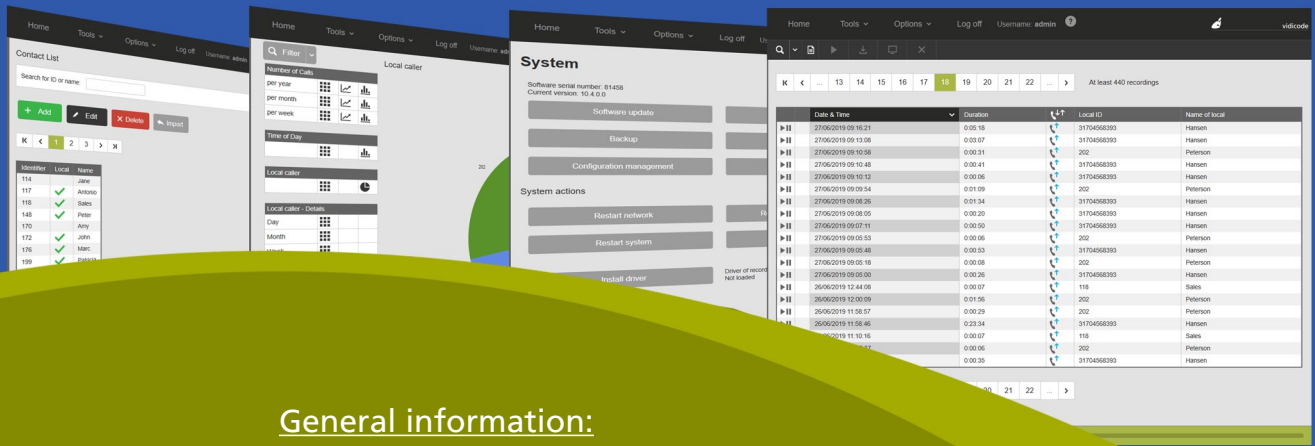
Recording telephone calls, radio or other audio is used as an integrated part of business or security strategy. In some cases it is obligatory, in other cases it may be used for reference, training, quality management or security reasons, but in all cases it should work reliably. Since you are reading this we assume you know the reasons for this in your organisation.

With the APRESA system, Vidicode brings a recorder platform that can match with all others where it comes to the desired reliability and functionality, but builds this reliability in a surprisingly cost effective package.

At Vidicode we believe that a customer should know exactly what he is buying and should not be confronted with additional costs for much needed "extra features". This is why APRESA is developed around the concept that all needed functionality should be built into the system. The APRESA solution is scalable to any size of organisation.

The Call Recorder APRESA is therefore the ideal recording solution for trunk or extension recording of SIP/VoIP, ISDN II, E1/T1, TDM, Analogue and Audio (e.g. radio) communication.





General information:

Access to the recordings

The recordings are stored on the Apresa system and can be accessed through a web-browser. The user interface of the Apresa is protected by a username and password for each user. The permissions for each user can be set, to make sure he or she can only access recordings when allowed to. Normally the unit will be setup as a recording server and searching for calls and playback as well as setting up the unit will be done via web browser access. However it is also possible to use the Apresa itself to access the recordings without the need for a LAN connection.



Search parameters

Recordings can be searched by all parameters known about a call. There can be date, time, duration, dialled numbers, CLID, user ID, extension ID, IP-address, call direction or call notes. Specific combinations of parameters can be saved as quick query functions, to make it easier to perform identical searches each time.



Audit Trail

If wanted or needed the APRESA can keep a log to show who accesses the recorder and what recordings are played back. Especially in environments where integrity and privacy are to be protected this function is a valuable tool to verify all rules regarding recording and playback are followed.



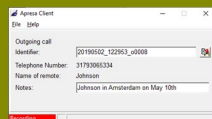
Apresa Call Monitor

Included in the delivery of the APRESA system is a client program for "live" monitoring of the calls. This can be used by a supervisor to see which calls are active and listen to them while they are in progress.



Apresa Client software

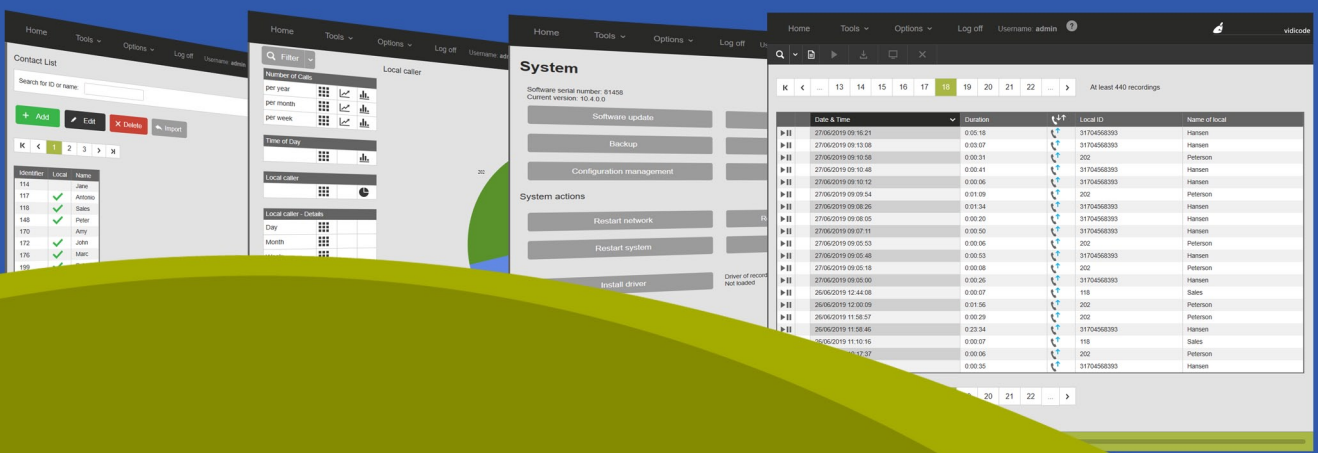
Also included is the APRESA Client for Windows. This client gives the possibility to do screen recording during a call, manually add notes, start or stop a recording, tag the call to be stored or insert a silence in the recording.



Compatibility

The APRESA is compatible with many VoIP protocols like SIP, H323, Siemens HFA, Avaya, AASTRA, Ericsson, UniStim (Nortel), H.248 Megaco, Cisco SCCP (Skinny), Skype for Business Server 2015 and others. The APRESA is also compatible with many TDM Digital protocols.





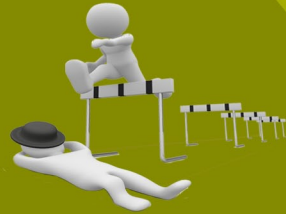
Integration with other systems (APRESA API)

In many cases (compliance recording, security) using the APRESA as a stand-alone solution is enough. However the APRESA has the tools and possibilities to receive commands from third party software and share the recordings and other important data with CRM or DMS software. This way start, stop or silence commands can be initiated from the clients own software and recordings can be linked to the specific dossiers or customers automatically. The APRESA API is available free of charge.



Passive Recording / Active Recording (SIP / VoIP)

In most cases recording VoIP traffic is done by mirroring the VoIP data traffic to the recorder. But the APRESA can also use a so-called Active Recording profile, this works with an automated conference call setup in the PBX system. In that case the APRESA picks up like the third party in a call and starts recording. Active recording is not necessarily better than passive recording but it is especially useful in situations where port-mirroring is not easy or not possible. Active recording is only available for some supported PBXs.



Mobile Phone Recording

Recording mobile phones is just as important as recording landlines. The APRESA supports several technologies suited for recording mobile phones:

- Record & Store; the phone records the call and uploads it to the APRESA to be stored.
- Record Direct; the call is routed through the APRESA Server to be recorded. There is a variety of phone models and operating systems. Some of them require separate solutions. Contact us for the possibilities.



Enterprise Recording setup (multiple locations)

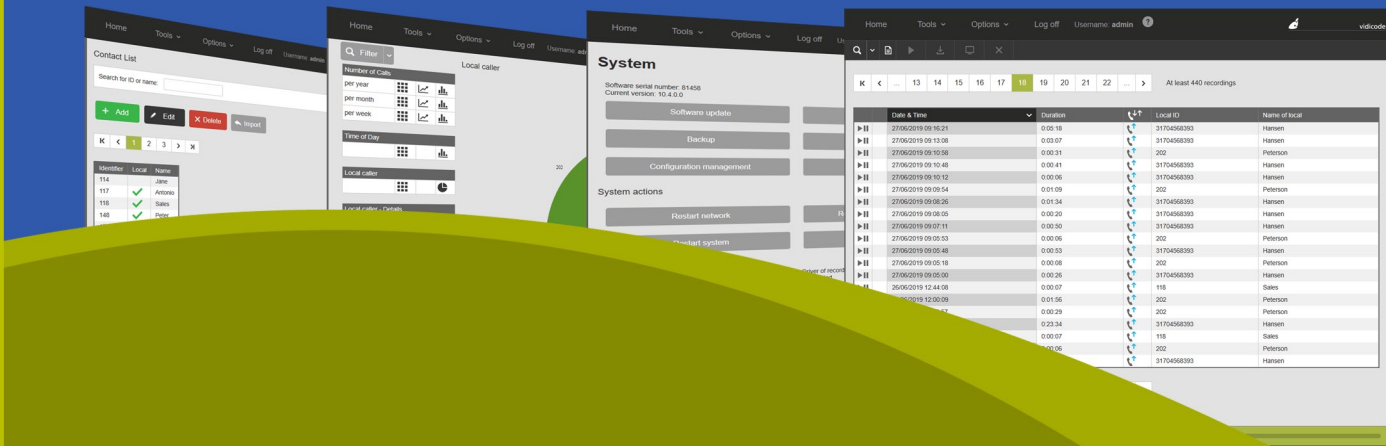
If recordings need to be made in multiple locations, the APRESA recorders can be put into an Enterprise setup. This means the recordings will be made locally, but will be transferred into a centralised database / storage for easy access and archiving.



Support & Upgrades

The Apresa system is a continuously evolving system. Vidicode's commitment is to add new interesting features and let our existing and new customers benefit from a system that is always up to date. To receive updates, you'll need a Support & Upgrade license. This is applicable as of the second year after purchase. The first year is free. Upgrading and updating the Apresa can be done online or offline using the webinterface.





Main Standard Apresa features & functions:

Apart from being a reliable recording system that will record the calls with all available data, the APRESA is fitted with a number of features needed in most recording applications:

Screen recording

This feature records the screen activity of the local user at the same time as the phone conversation. This allows accurate playback of interactions with clients during a conversation.

Key benefits: Adds information to a recorded call, presented visually.



Store on Demand:

This function provides the possibility to (at any time during the call) "tag" the call to be stored completely. Ideal for situations where both privacy and security issues must be satisfied. Calls that are not "tagged" will be automatically deleted to protect privacy.

Key benefits: Security and safety without compromising privacy.



Recording on Demand:

When you need to record only a specific part of the call this function is ideal. The agent (or application) can start a recording and stop it at any time during the call. Only the part that needs to be recorded will then be saved.

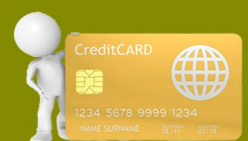
Key benefits: Sales calls, compliance regulations.

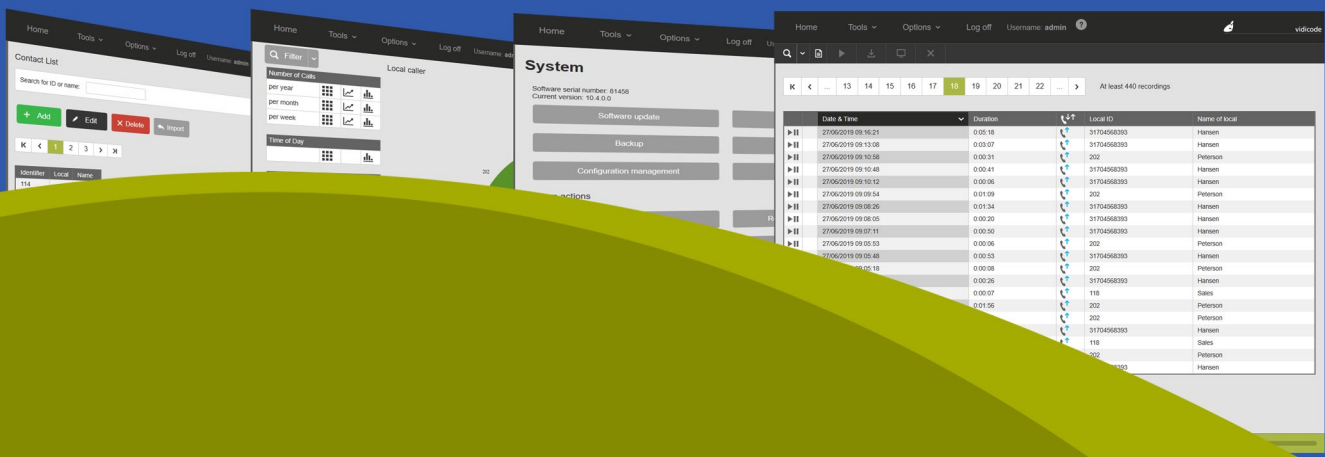


Silence on Demand: (PCI DSS Compliant recording)

This function will allow the user (or the application) to introduce a silence period whilst the recording is running. This is particularly important when credit card details are exchanged in a phone call. Because the recording continues this function does not interfere with statistical information about the duration of calls. This function can be manually activated or automatically when needed.

Key benefits: Compliance needed for credit card payments by phone, privacy issues.





Note editing during or after conversation

During or after a call the user can type a note or comment. This note will be saved together with the call in the APRESA database. These notes can later be used in the search filter.

Key benefits: *Users can add comments while calling.*



Definable search filters

Commonly used search filters can be defined and stored to save time when you need them. E.g. a search filter on agent "John", for only outgoing calls, lasting longer than 90 seconds, with the word "success" in the note field. This can be saved under a one click search option.

Key benefits: *Quick and easy filtering options, consistent search queries for better comparison.*



Statistics for analysis

Various graphs are available in the APRESA user interface to present statistical information about the calls. Since this information can also be generated while the filter is used it is easy to "drill down" to user specific details. The available data can also be exported in a .csv file and imported in Excel or other programs for further analysis.

Key benefits: *Creating insight in the business communication with regards to time, costs and workload.*

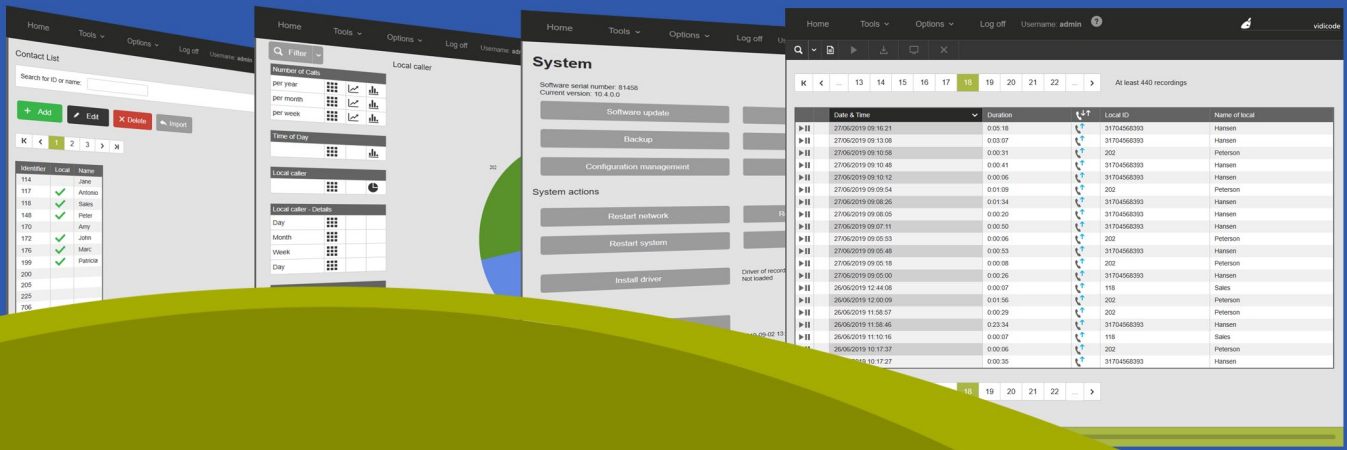


Loud voice detection

The audio level of the recordings can be monitored and when a certain threshold is crossed a call can be tagged and a warning can be sent to a supervisor for evaluation of this call. The function is available for Digital TDM and analog cards.

Key benefits: *Saving valuable time by automatically tagging calls.*





Fingerprinting SHA-2

Safety feature that will create a “fingerprint” for each and every recording. When in doubt the checksum that is generated can be used to prove a recording is the original and has not been tampered with.

Key benefits: Securing recordings for legal purposes.



Encryption

Full disk encryption can be chosen during installation. This will encrypt everything on the hard disk except the boot sector. When using the web interface, consider HTTPS to encrypt the connection between the Apresa and the user. The Apresa also supports the encryption of call content. This encrypts all audio and video content.

Key benefits: Securing recordings against unwanted access and protecting privacy.



Automatic backup to external media

The APRESA can automatically back-up the recordings to an external network storage device, thus preventing data-loss in case of problems.

Key benefits: Back-up of important data, securing against data-loss, compliance.



Automatic system check

Crucial features and hardware of the APRESA are automatically checked, resulting in an alarm e-mail notification to a system administrator and / or (optionally) an audio/visual warning. The Apresa is able to send alarm messages and other notifications via SNMP.

Key benefits: In case of errors or potential predictive problems the administrator can take immediate action, preventing or minimising downtime.



Optional feature:

Agent/Call Evaluation.

This is an optional feature you can purchase separately. The evaluation software in the APRESA allows the users to create custom-made score sheets in the system and evaluate calls by agent and projects. View reports per agent or project.

Key benefit: Quality monitoring and improvement tool for Call Centre supervisors.



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Standard System, Compact-Line or "Software only"

The APRESA system can be supplied in three variants:

1. APRESA Standard Server: Vidicode supplied server system pre-installed with all needed hardware.

The Standard Server solution can be fitted with multiple extra options like RAID10, Dual redundant power supply, swappable back-up HDD and alarm switch for external audio or visual alarms. This standard unit can handle a mix of all inputs possible on an APRESA system.



2. APRESA Compact-Line: Vidicode supplied small form factor server with all needed hardware.

The Compact-Line is the perfect APRESA solution for smaller applications up to 10 VoIP or 8 TDM digital or 8 analogue lines. It is supplied as a ready-to-go complete system and can be setup in a matter of minutes.

The Compact-Line Apresa does not include screen-recording.



3. APRESA Software-only: Base software and licenses and (if needed) recording cards are supplied by Vidicode for local installation.

The Software-only solution allows you to install the APRESA recorder on a virtual machine or on other preferred locally sourced hardware. But also when recording cards are needed in the system for recording TDM digital, E1/T1 or Analogue, the cards can be shipped and the software can be downloaded.

Installing the software on the desired system is straightforward and includes the Linux OS.



For more information: www.callrecorderapresa.com



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