TelStrat's CallParrot™ Business Call Recording Makes Comprehensive Call Recording Affordable for Any Business

TelStrat's CallParrot™ Business Call Recording provides a feature-rich and flexible conversation recording solution that any business can afford. CallParrot enables companies to record Nortel digital, IP, and analog phone conversations on a single platform.

NORTEL
Compatible Product

Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

CallParrot Business Call Recording enables companies to record conversations on Nortel Norstar, Business Communications Manager (BCM), Meridian 1, Communication Server 1000 (CS 1000), or Communication Server 2100 (CS 2100) voice networks from their digital, analog, and VoIP phones. When business conversations are vital to the call center, business professional, or back-office staff, CallParrot records them for virtually any purpose, while also assisting businesses with revenue growth in many ways, including:

- Ensuring top quality customer service
- Operating as a training tool
- Mining customer calls for valuable intelligence
- Avoiding frivolous lawsuits
- Verifying transactions
- Avoiding conduct issues

CallParrot allows Nortel customers to set up any number of phones to have their conversations automatically recorded without any phone user intervention. CallParrot can automatically record all inbound and outbound calls occurring over the public telephone network as well as record all internal calls, calls to voice mail, and calls occurring with other private network applications when used with the Nortel CS 1000.

This ultimately moves the recording solution into purely software-driven environments where any dependence on particular hardware interfaces will be eliminated.

Additionally, automatic recording criteria can be based on pre-defined rules for the recording of a subset of all calls. Automatic recording criteria rules can be based on any one or all of the following:

- ACD Agent ID
- DN and/or In Calls key
- Calling Line ID
- Dialed Number
- Time of Day
- Day of Week
- CS 1000 port number (TN)
- Call Duration
- 1 of N (Percentage of calls)

When customers do not need automatic recording for all phones, On-Demand recording provides the ability to record a portion of a conversation, multiple portions of a conversation, or the entire conversation from inception – even when making the decision to record well into the call. For Meridian digital phone users on CS 1000 and CS 2100 voice networks, the TelStrat Application Line Card (TALC) provides users with all of the telephony functionality of the Nortel Digital Line Card while also providing integrated, On Demand recording functionality without requiring a CTI interface from the CS 1000 or CS 2100. When other Nortel phone types are to be recorded by CallParrot, the same integrated On Demand recording functionality is available from their PC with a simple mouse click.

When conversation recording is implemented as a training tool, Quality Monitoring options may be added to the solution. These Quality Monitoring options include:

- Agent Scoring

- Screen Capture

- Recorded Call Reporting.

The Agent Scoring option allows supervisors to create scorecards with customized questions, question scoring, custom weighting of individual questions, scored form individual and summary statistics, and optional comments to be input by the scorer. This enables supervisors to view, sort, and quickly identify top performers and areas where additional team training are beneficial. The performance of customer service agents, support staff, sales personnel and other employees can be comprehensively measured and tracked over time.

Additionally, when using the Screen Capture option along with the Agent Scoring option, supervisors attain an even further knowledge of areas where agent training and performance enhancements may increase the department's overall productivity, while also identifying areas where corporate IT system changes may also contribute to the companies growth in revenue.

Access to the CallParrot for configuration and search-and-play functionality requires any standard Windows PC client with access to the CallParrot recording server's network and a valid username and password. Each company deploying CallParrot can create an unlimited

number of usernames and passwords at their discretion, as a standard CallParrot offering. Permissions assigned to the holders of these usernames and passwords allow complete CallParrot system configuration and search-and-play functionality, or a specific subset of system functionality.

CallParrot allows clients with system permissions to search-and-play recorded conversations based on simple, intuitive, search criteria, such as ACD Agent ID, Caller ID, Dialed Number, DN, Port Number (TN), Time of Day, Day of Week, Call Duration, and call 'Remarks'. In addition to using CallParrot as a training and liability tool, this functionality provides precise call data mining for problem resolution purposes. For example, when a caller states he has had multiple discussions with various personnel at an organization, a search based on Caller ID quickly yields all the recorded conversations from a given telephone number throughout the most recent 1 to 5 million calls. Searching for recorded conversations that once took days or hours is now streamlined into a few seconds while the recorded conversations provide precise references – verbatim, as spoken by all parties involved. Prompt issue resolution decreases operating costs through productivity enhancements, while availing personnel to focus on their main corporate goal – increasing revenues.

If recorded conversations need to be archived beyond the most recent 1 to 5 million calls, CallParrot can archive recorded conversations to DVD-RAM, -R, or –RW media. Likewise, CallParrot also supports archiving of recorded conversations to other mass storage devices such as SAN (Storage Area Networks), NAS (Network Accessible Storage), or the like. These archiving tools allow for businesses to maintain a large number of their recorded conversations for liability, compliance, and forward-compatibility purposes.

CallParrot conversation recording applications fulfill the business needs of companies using Norstar, BCM, Meridian 1, CS 1000, and CS 2100 voice networks. CallParrot also provides advanced options such as Agent Scoring and Reporting, Screen Capture synchronized with the recorded conversation, System Reporting for recorded conversation statistics, API Toolkit for other third-party integrations, and more.

CallParrot provides a complete cost-effective conversation recording solution for call centers, general business professionals, and back office workers for systems as small as 4 channels, or as large as over 3,500 channels – whether residing in the same office, same town, same country, or spanning the globe.

Company Information

Company Name:
TelStrat

URL: www.telstrat.com

Technical support email:
support@telstrat.com (worldwide)

Technical support phone:
1-972-633-4548 (worldwide)

Sales phone:
1-972-543-3500 (NA)
+44 (0) 8707 60 40 20 (EMEA)
+66 265 33112 (Asia/Pac)
1-972-543-3509 (CALA)

Sales email:
sales@telstrat.com (worldwide)
emea-sales@telstrat.com (EMEA)
rmoore@telstrat.com (Asia/Pac)
jmueller@telstrat.com (CALA)

For all inquiries on this product, please provide the following reference code: CALLPARROTNN

Compatibility Information:

CallParrot release 6.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:
www.nortel.com/prd/dpp/product/prodpages/z5728.html

www.nortel.com/compatible