

Recording for Cisco Unified Communications Manager VoIP Systems

CallParrot™ is one of the most advanced, recording solutions on the market today and still one of the easiest to use!



Conversation recording from any Cisco IP Phone

Seamless recording from Cisco Unified Communications Manager IP Phone systems

High-capacity recording for systems large and small with storage options ranging from local hard drive cache to remote mass archiving, including SAN/ NAS support

Optional automatic, selective, or on-demand call recording from your PC desktop

Versatile voice recording files that you can save to your PC desktop, e-mail to associates, archive to DVD—use as you would any standard audio file

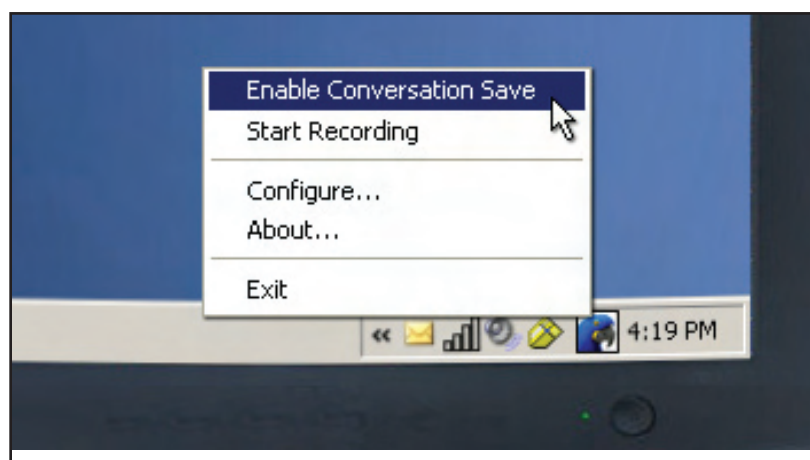
Enhancement packages to customize your CallParrot system including:

- Agent Evaluation and Reporting
- Screen Capture and Playback
- Recorded Call Reports
- Centralised Management
- ...and more



Mid- to large-sized companies and call centres alike can employ the rich capabilities and practicality of today's best call recording solution for Cisco Unified Communications Manager platforms. Capabilities such as recording, playback, and distribution of telephone conversations from the desktop are just the beginning. CallParrot is packed with many additional useful features such as **one-touch, on-demand recording of an entire call—even if the command is triggered mid-conversation.**

Whatever the reasons for implementing call recording, CallParrot meets your needs. CallParrot provides multiple benefits such as fraudulent claim prevention, customer service quality monitoring, threat documentation, employee misconduct prevention, and many more. CallParrot's broad combination of capabilities, unmatched ease-of-use, and unprecedented affordability make it unlike any other call recording option for your Cisco Unified Communications Manager system. Simply put, there is no solution like it!



Administrators can enable users to selectively record calls—or portions of calls—on-demand from their PCs. The user's PC monitor indicates when CallParrot is recording for added assurance that CallParrot is indeed capturing the call. The CallParrot icon provides Cisco IP Phone users with Record and Conversation Save™ options.

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CALL RECORDING FEATURES

Flexible call recording options. Administrators can configure CallParrot to automatically record every call or just calls that match specific criteria. And, with the appropriate features activated, users can record individual calls on-demand at their discretion.

On-demand capabilities. Users can activate partial- or complete-call recording from their PCs.

Conversation Save™. CallParrot is the only solution on the market with Conversation Save™, perhaps CallParrot's most useful on-demand capability. Conversation Save™ gives users the option to record an entire call *from its inception* by activating the feature at *any* point before the end of the call.

Call data recording. Along with each recorded conversation, CallParrot stores various aspects of the call (call time, date, caller ID, and so on) for a multitude of purposes such as documenting recorded calls, tracking call activity, and retrieving recorded calls with powerful search, sort, and filter tools.

CALL PLAYBACK FEATURES

Intuitive retrieval interface. CallParrot's simple PC interface with robust search and filter tools enables users and supervisors to quickly locate and retrieve recorded calls for playback or distribution.

Local storage and replay. Upon retrieving a recorded call from the CallParrot server, users can replay the call from their PCs using connected speakers, a headset, or a handset.

Standard, Windows-based audio replay. Microsoft Windows Media® Player, or virtually any other audio software, enables desktop replay of CallParrot conversations in the common .WAV file format.

Simple distribution. Users with proper access privileges can distribute recorded calls to anyone by sending the .WAV audio files as e-mail attachments, posting them to FTP servers or web sites, inserting them into PowerPoint presentations—by distributing files using virtually any means. Recipients can replay calls on any PC that can play standard audio files.



Users can easily retrieve recorded conversations from the CallParrot server and replay them from their PC desktop with many audio software applications, such as the standard Microsoft Windows Media® Player. (When using the CallParrot web-based client, the TelStrat media player enables call playback.) Users can distribute the standard .WAV audio conversation files by attaching them to e-mail, posting them to a web site or making them available to anyone with virtually any PC.

Call your TelStrat distributor today to learn more about the industry's best call recording solution for your Cisco Unified Communications Manager system!

The Cisco Compatible logo shows that CallParrot 6.1 has been tested for compatibility with Cisco Unified Communications Manager 4.2 and 5.1, and CallParrot 6.3 for compatibility with Cisco Unified Communications Manager 6.x. The logo signifies that CallParrot has undergone interoperability testing by TelStrat, together with Cisco and a third-party test house, based on testing criteria set forth by Cisco. TelStrat is solely responsible for CallParrot warranty and support. Cisco makes no warranties, expressed or implied, for CallParrot or its integration with Unified Communications Manager and disclaims any implied warranties of merchantability, fitness for a particular use, or against infringement.

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