

Geomant Lync Call Recorder

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Partner



Geomant Software Solutions: Lync Call Recorder

LYNC CALL RECORDING FOR COMPLIANCE & QUALITY

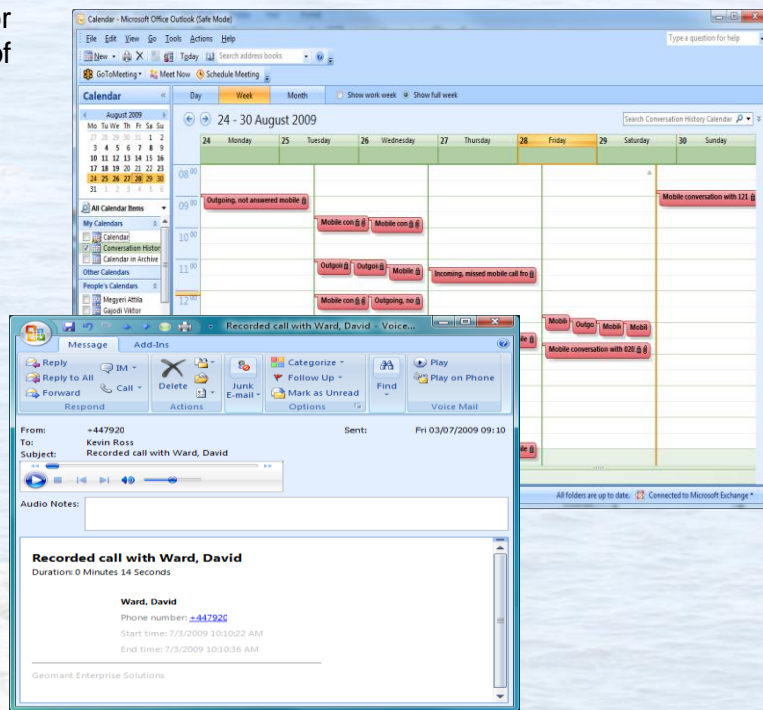
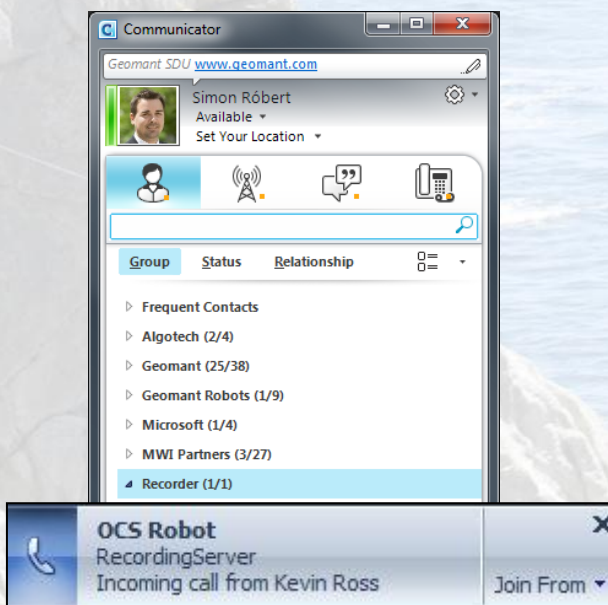
CALL RECORDING FOR COMPLIANCE & QUALITY: Most regulated and customer-focused organisations recognise the need to record certain inbound and outbound telephone conversations, and many have call recording solutions in place to achieve this. With many organisations now using Microsoft's Unified Communications platform for enterprise voice the requirement to extend call recording to Lync and OCS becomes increasingly important.

Geomant's Lync Call Recording solution offers call recording for OCS and Lync voice calls; both one-to-one and conference calls. Closely integrated to Microsoft Exchange, it allows Lync and OCS call recordings to be uploaded to users' Outlook Conversation History folders, enabling fast and convenient access.

The recorder's on-line administration and supervisor applications allow for easy searching and review of recorded calls.

ARCHIVING & ACCESS: By establishing an appropriate archiving strategy, organisations can archive Lync and OCS call recordings for future reference. An on-line search and play facility is available for administrator and supervisor access. Where required, bespoke integration is supported to allow such recordings to be accessible through in-house and third-party applications, and to be stored in Corporate databases.

Designed to be configured to organisations' Compliance & Quality requirements, Geomant's Lync Call Recording solution allows organisations to migrate to the Microsoft Unified Communications platform, whilst maintaining their current call recording strategy.



Lync Call Recording for Compliance & Quality



LYNC CALL RECORDER

The screenshot displays the 'Call Recorder Suite' interface. On the left is a navigation menu with categories: Status, Settings, Database Connector, System, and Maintenance. The main area shows a 'Call Records' table with columns for Start Time, End Time, Duration, Party Name, Party Number, Format, and File Path. The table contains several rows of recorded call data from February 19, 2010.

Start Time	End Time	Duration	Party Name	Party Number	Format	File Path
2/19/2010 1:29:12 PM	2/19/2010 1:41:04 PM	699		3344	WAV	RecordedCalls\rsimon\3344_ade5dfa6-a3f0-4d64-91ad-b7886e79ec2a.wav
2/19/2010 12:15:44 PM	2/19/2010 12:22:16 PM	386	Gajodi Viktor	3	WAV	RecordedCalls\rsimon\36704553322_7a4ec0a1-2d21-4b68-aec8-103513734bc0.wav
2/19/2010 1:22:58 PM	2/19/2010 1:26:52 PM	230		3349	WAV	RecordedCalls\rsimon\3349_90bd4fba-a5cd-4d17-89f8-eb32ab2a3575.wav
2/19/2010 12:51:22 PM	2/19/2010 12:52:16 PM	51		Unknown	WAV	RecordedCalls\rsimon\unknown_6a97ff6b-f248-4847-8ef3-cc4d4af815be.wav
2/19/2010 1:27:30 PM	2/19/2010 1:28:16 PM	45	Bülow Bányai Gábor	3i	WAV	RecordedCalls\rsimon\36209471834_d0cd10e0-76bf-4023-b3d7-50b0fa88d6f2.wav
2/19/2010 1:41:44 PM	2/19/2010 1:42:12 PM	27	Adorján, Bortnyák	3	WAV	RecordedCalls\rsimon\36704553353_a2e2c6a7-31a1-42b5-925e-d8ecab1dc780.wav
2/19/2010 11:10:18 AM	2/19/2010 11:10:26 AM	6		3314	WAV	RecordedCalls\rsimon\3314_568b5f92-5bab-40ff-ac72-0ccd130fe61e.wav
2/19/2010 11:07:14 AM	2/19/2010 11:07:22 AM	6		1270	WAV	RecordedCalls\rsimon\1270_32d1ada9-f057-46f7-b728-0039b2701c21.wav

FEATURES

- ◆ Inbound and Outbound Lync and OCS Call Recording.
- ◆ Lync and OCS R2 Compatible.
- ◆ Can automatically record all Lync / OCS voice calls, or can be manually initiated – defined per user.
- ◆ On-line search and play facility for administrator and supervisor access.
- ◆ Close integration with Microsoft Exchange – call recordings can be accessed via the Outlook Conversation History folder.
- ◆ Recorded calls can be uploaded to a dedicated Microsoft Outlook Calendar for easy access.
- ◆ Recorded calls can be played using the embedded Windows Media Player.
- ◆ Recorded calls can be annotated with notes.
- ◆ Configurable to organisations' Compliance & Quality requirements.
- ◆ Designed for 'on premise' deployment – no reliance on external providers.
- ◆ Can be implemented alongside Geomant's Mobile Call Recording solution – providing a single solution for IP and mobile voice recording.

HOW IT WORKS

- ◆ A recording 'agent' is defined as a Lync user.
- ◆ Whenever the recording agent is included as a party to a voice call, the call will be recorded.
- ◆ A user can be set to have all calls automatically recorded, or can select which calls to record.
- ◆ Simply add the recording agent to an ongoing call to start 'on demand' recording.
- ◆ The server application integrates with Microsoft Exchange, and transfers call recordings to the users' Exchange mailbox and calendar. Call recordings are then accessible to the user via Microsoft Outlook.
- ◆ Recorded calls are also stored and archived, as per organisations' policies. Available and searchable via web interface.
- ◆ Secure access to call recordings is available to administrators and supervisors, based on organisational access rights.

Lync Call Recording for Compliance & Quality



GEOMANT UC PRODUCTS

MWI2007: Microsoft Unified Messaging add-on, enabling the lighting of 'Message Waiting' lamps on desk-phones when a voicemail has been left in the user's Exchange inbox.

Presence Suite: A suite of solutions that dramatically extends the Presence capability of the Microsoft Unified Communications platform, facilitating integration of Presence with Business Applications. Includes **Geomant Mobile Presence** – extending presence information to include geographic location.

Mobile Call Recorder: Records mobile phone conversations for compliance and quality purposes. Uploads call recordings and full mobile history to Microsoft Exchange.

Lync Call Recorder: Records Lync and OCS voice calls – 'on demand' or 'always on'. Uploads call recordings to Microsoft Exchange, and available via online interface.

Contact Expert: Lync / OCS Contact Centre solution. Provides full Contact Centre Capabilities in a Microsoft Unified Communications infrastructure. Includes inbound, outbound, campaign management and call recording.

SMS for Lync: Microsoft Lync / Office Communicator add-on, enabling the sending of SMS text message from the Microsoft Lync or Communicator client.

Abuse Filter: Microsoft Lync / OCS add-on, designed to prevent the individual misuse of Instant Messaging. Checks Instant Messages against a configurable blacklist of words and phrases.

ABOUT GEOMANT

Geomant is a well-established, innovative Unified Communications software developer, specialising in Microsoft technologies.

For more information on any of our products, solutions or services please visit us at www.geomant.com.

PRODUCT AVAILABILITY

Geomant's products are available through a worldwide network of resellers or direct from Geomant.

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