



MISTER Call Recording



A MISTER Call Analytics application



Discover Intelligence

In today's competitive world, the customer experience is more important than ever.

Valuable and structured information enables organizations to make immediate decisions to optimize their performance and keep up with today's demanding customer needs.

Mister Call Recording Version 3.0 is a complete product for capturing, storing and analyzing audio and video recordings and their metadata for Cisco Unified Communication systems and Cisco Contact Center solutions. It combines the Mister CA Platform along with Cisco Recording Platform to offer a powerful application with multimedia recording functionalities. It uses a scalable architecture to ensure comprehensive redundancy, business continuity, investment protection and an attractive ROI.

Through its web interface, there is a secured, very easy and intuitive way to search and locate calls to analyze, take action, and improve the whole WFO process.

Business Benefits

- Increase quality of service
- Include call recordings in Key Performance Indicators (KPIs)
- Monitor and improve employee performance
- Improve customer satisfaction
- Avoid disputes and limit liability
- Stay compliant with industry regulations
- Increase business security and avoid abuse
- Reduce personal calls
- Improve agent training and performance
- Get insights through analyzing call data
- Establish metrics to recognize the quality of service
- View improvements over time



Key Features



Call Recording (all types of audio and video calls)

Mister Call Recording makes VoIP-based call recording simple and cost-effective. It supports audio and video call recording in all types of calls (internal, external, incoming, conferences etc). Application Admins may select which types of calls will be recorded. Supported protocols are H.323 & SIP, and audio codecs g.711 mLaw and uLaw, g.722, g.729, g.729a, g.729b, MP4/LATM, and h.264 for video recording. It records calls independently of device location including remote offices, home based sites, VPN-less using Expressway etc. It supports all recent Cisco IP Phones (79XX, 78XX, 88XX, 69XX and all newer models) as well as softphones. There are options to record full-time or selective calls, random or scheduled recordings, portions of a call, monitor live calls and add-hoc, manual recordings. Moreover, there are options for end-to-end media encryption and data security, provides advanced multi-level access control tools, and it is fully compliant with Payment Industry Data Security Standard (PCI DSS 3.0).



Manage and Export Recordings to various means and storages

Mister Call Recording stores thousands of recordings in encrypted format for a period depending on the storage size. Through its web interface authorized personnel may playback recordings, apply filters (ex. incoming/outgoing), define actions based on alerts and thresholds, export individual and group recordings to common formats, and manage the overall system.



Real-time analytics

Mister Call Recording combined with Mister Speech Analysis can provide real-time analytics. There are automated functions to identify calls that match qualitative criteria such as calls with silent portions, talk-over or with longer duration than usual, and alert supervisors for monitor, intervention and further actions.



Main & Operational Features



System features

Access to MISTER CA Call Recording is done through Web using http/https and a common browser. Access is granted based on user access levels, and there is option for two users (double login) must connect at the same time at the same PC with same access levels in order to view, listen and/or download a recording.

There are three levels of users: (a) administrators who are users that install and maintain the operation of MISTER CA including to enable/disable features, (b) power users-supervisors that assign roles and directory numbers-departments-cost centers to the end users, and (c) end users that can search, view, listen, download and/or mail recordings based on their access rights given by the power users-supervisors. Each role can be specific, for example a user may view that there is a specific recording for a specific internal but in order to listen to it, the user will need elevated access or authorization from the supervisor. A powerful authorization process is available and can be configured within MISTER CA. Two end users with same access are needed in order to view, listen or download a recording (double login process). When a recording is downloaded or emailed, it will be unencrypted (available formats: wav & mp3) and accompanied with its metadata. Multiple audio files can be selected for download or emailed at a time.

There is 100% logging of all user actions of all levels within MISTER CA Call Recording including configuration changes. MISTER CA Call Recording meets all the guidelines of PCI-DSS 3.0.

The front-end interface is multilingual at a user level. Currently, it supports English, Greek, Spanish and German languages. Language selection is per user, and all menus and reports are available in the selected language. Online help for every screen and operation is in the user selected language.



System Specifications

MISTER CA supports network-based recording, station-side recording and cube-based/trunk-side recording. There are options per internal/Directory Number for full-time recording or ad-hoc/manual recording. In cases of manual recording, additional options include a single or multiple audio files per call. Single files may include a separation tone between recorded call segments.

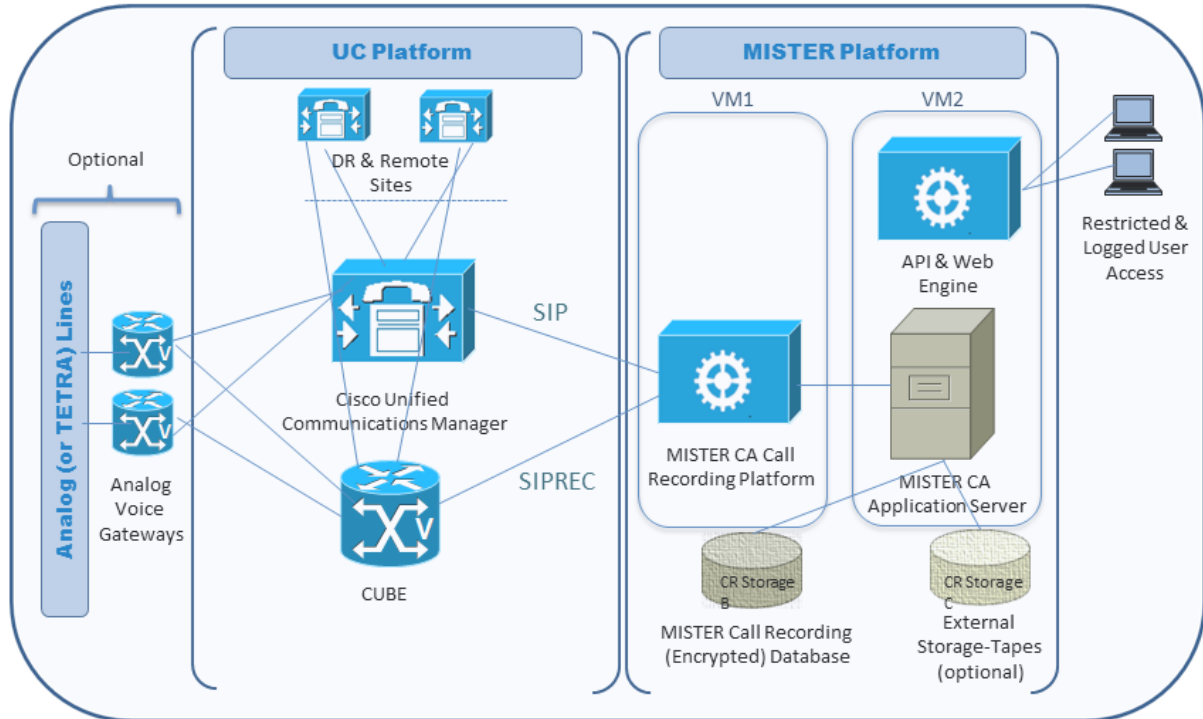
MISTER CA supports option to not record calls to/from specific destination or internal numbers. All recorded audio files are encrypted and the storage can be configured with or without compression. Estimated file size is 300K for one min of audio file G.711 codec, and 100K for one min of audio file G.729 codec. Recordings can be decrypted only within MISTER CA application.



High Availability & External Storage areas

MISTER CA Call Recording supports High Availability and fully-redundant nodes, N+N. It also supports fully redundant hardware. The fallback between the nodes is done automatically. Additionally, there is internal procedure to delete or archive old recordings to external storage areas. The archiving process includes configuration rules such as to include/exclude specific recordings to be archived or deleted based on multiple criteria including calling/called parties, dates, cost centers etc.

System Architecture





Technical Specifications

Supported Cisco Call Manager	8.5.1 or later
Supported Cisco UCCx/e	10.0 or newer
Server Operating System	Microsoft Windows 2012/2016 64-bit
Database Server	SQL Server (Express) 2014,2016, 2017
Application Server	Microsoft IIS 7.0 or later
Storage	500GB
Supported Client Browsers	Internet Explorer Mozilla Firefox Google Chrome
Supported Language	English, German, Greek, Spanish



Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analysis, Wallboards and Dashboards, and real time reporting Apps.

RTEL World is a leading Information and Communication Technologies service provider and software developer in SE Europe. Hundreds of clients use its software applications to monitor their business operations and improve their workforce productivity. Moreover, they rely to a well-trained support team to guide them step-by-step to design, deploy and manage the MISTER CA solutions. Finally, RTEL World is committed to innovation, product enhancement and customer satisfaction.



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