



Product Brief

Nortel Contact Recording

Nortel Contact Recording is a valuable enhancement to any organization that needs to manage risks, comply with regulations, or improve processes. The embedded recording solution ensures that you can record calls for sales verification, order processing, or audit purposes. Nortel Contact Recording lets customer calls become part of your workflow, improving productivity and positively impacting your bottom line.

Nortel Contact Recording seamlessly integrates into your Nortel communications network eliminating the need for middleware and custom integration points. Providing call recording for IP, TDM, and mixed environments, Nortel Contact Recording delivers a future-proof, flexible solution designed to take you into the future. Using the Nortel exclusive Duplicate Media Stream (DMS) technique in IP environments, a separate and dedicated path is provided for call recording, ensuring that the conversation is captured.

Nortel Contact Recording is a software-only solution that runs on off the shelf hardware and supports scalability into the thousands. Patented technology delivers extremely efficient use of networks for recording and storage using Network Attached Storage (NAS), Storage Area Network (SAN), and

directly attached devices. You can record voice interactions, conduct searches and replays of specific recordings, and easily manage storage of your recordings.

Record calls on demand

Desktop Control of Recording — recording flexibility at your fingertips

Nortel Contact Recording Desktop delivers icon-based recording directly to the user's PC desktop. Users can easily record calls as needed, as well as tag or categorize calls with details that will enable easy retrieval of stored calls. The Contact Recording Desktop icon is part of the PC system tray and indicates recording status by color. Double clicking on this icon will present the user with the Contact Recording Desktop window for easy call tagging and recording commands. Leveraging the flexible configuration options, you can address

a wide range of recording requirements to fit various employee profiles and satisfy security and compliance concerns.

Contact Recording Desktop allows users to record a call in its entirety or only portions of a call, with additional choices for retention or deletion of recordings. Contact Recording Desktop adds a simple but powerful set of recording capabilities that can be utilized across your organization.

"Tag" or categorize your calls with this convenient drop down box containing customizable descriptor fields.



Contact Recording Desktop commands are easy to use for recording modes and retention/deletion options.

