



Samsung CMS Record is a fully integrated module of the Samsung CMS range of products, which can record your Analogue, Primary Rate or SIP trunks - a complete management and call recording solution contained and managed from a single work station or server.

Many types of organizations can benefit from Samsung CMS Record. In particular, there are obvious advantages for legal firms, insurance companies, call centers, public agencies, health centers / doctors' surgeries and any regulated company that is legally bound to record calls.

Why Choose CMS Record?

- Analogue, Primary Rate or SIP call recording
- Encryption
- Call tagging / notation
- Trim and extract
- Audit trail of user access and playback
- Extension tagging
- Manual Stop/Start and Pause using DTMF*
- Automatic Stop/Start with optional CTI
- Integrated to your phone system

Functionality Overview

Easy To Use

- Simple dashboard layout to find calls quickly
- In-built archiving functionality
- One-click email of recordings from the playback screens
- Select one or several parts of a call recording to extract and save as a .wav or.mp3 file
- Extensive search criteria to find a call
- Recordings can be exported as .wav files
- A call is recorded all the way through its route even if a caller is put on hold, transferred or in a queue

Secure

Secure role-based access ensures only the right person can playback the right call.

- Storage and playback encrypted

Why record calls?

- **Monitor call quality and staff performance** to improve company standards and customer care.
- **Resolve “who said what” disputes** by confirming details from a call such as quantities / specifications of an order, protecting both your business and your staff from disputes.
- **Protect staff from abuse.**
- **Train staff on call handling techniques** and customer interactions to improve performance.
- Regulatory compliance:
 - PCI DSS support
 - Encrypted





Samsung CMSrecord

call recording & quality monitoring

Flexible

- Any currently installed Samsung CMS Report solution can easily be upgraded to include CMS Record.
- Easily scalable and cost effective, from just a few users to many hundreds.
- Whether you have Analogue, Primary Rate and SIP - any combination and number of lines can be catered for, in one seamless solution**.

Multi-Site Recording

Record an unlimited number of sites centrally with web access to any recording**.

Optional Call Evaluation and Reporting

This upgrade enhances CMS Report enabling managers to evaluate calls while listening to them and to report on the evaluations and call outcomes.

*DTMF not currently available on SIP trunks. Automated stop/start only available when an exact unique CLI match is provided.

**Additional hardware may be required.

Audit Trail of Call Access

As part of the call evaluation and reporting upgrade, the audit trail enables managers to monitor who played back which calls and when.

Compliant

All recordings are securely held in an encrypted format which provides legal compliance.

PCI compliant Stop/Start is achievable using the built-in DTMF* support or through integration with the server.

Comprehensive

A call is recorded from the time it arrives at the system, including when the caller is put on hold, transferred or in a queue, to provide a complete record of verbal transactions and the whole callers' experience.

Simple Deployment

We can use a customer supplied PC or provide a full turn-key rack-mounted solution supporting from 8 to 2400 ISDN30 channels. Our 2 methods of deployment are using USB devices or PCI/PCIe cards.

Seamless integration

Samsung CMS Report, CMS Record and CMS Contact modules integrate fully to provide a comprehensive and easy to use suite of business tools to fully manage your business.

Date	Time	Extension	User	Number/CLI	DDI	Channel	Duration	Call TAG
14 Aug 2013	22:14	5501	Kerry	68971	249110	7013	00:00:54	
14 Aug 2013	21:56	5501	Kerry	01632923742	249110	7012	00:00:27	
14 Aug 2013	21:55	5501	Kerry	4923742	249110	7011	00:00:06	
14 Aug 2013	20:25	5501	Kerry	01632667169	249110	7010	00:00:25	
14 Aug 2013	19:20	5501	Kerry	632092	249110	7009	00:00:25	
14 Aug 2013	18:59	5501	Kerry	01632768888	249110	7008	00:00:27	
14 Aug 2013	18:55	5501	Kerry	760786	249110	7007	00:00:14	
14 Aug 2013	18:37	5501	Kerry	01632300111	249117	7006	00:00:53	
14 Aug 2013	18:28	5501	Kerry	021039	249110	7005	00:00:15	
14 Aug 2013	18:17	5501	Kerry	Anonymous	249110	7004	00:00:09	
14 Aug 2013	18:16	5501	Kerry	280425	249110	7003	00:00:07	
14 Aug 2013	18:13	5501	Kerry	01632280425	249110	7002	00:02:56	
14 Aug 2013	18:11	5501	Kerry	123929	249110	7001	00:00:11	
14 Aug 2013	18:09	5501	Kerry	0163241695	249110	7020	00:00:05	