

Understanding Customer Interaction is For Everyone

The screenshot displays the SIP PRINT web application interface. At the top, it says 'SIP PRINT' and 'Version 3.0.116'. Below that are navigation buttons for 'Manage', 'Utilities', and 'Configure'. A welcome message 'Welcome sipadmin' is visible. The main area contains search filters for 'From: Date Time' (2016-05-17 00:00:01) and 'To: Date time' (2017-2-7 23:59:59), along with a 'Search' button and 'Direction' options (Both, Incoming, Outgoing). A table of call records is shown with columns for ID, Play, Agent Name, Agent Ext, Mode, Remote Name, Remote Num, Date & Time, and Duration. An 'Agent Scoring' pop-up window is overlaid on the table, showing details for agent Autumn Paice and a list of scoring questions.

ID	Play	Agent Name	Agent Ext	Mode	Remote Name	Remote Num	Date & Time	Duration
1088456	<input type="checkbox"/>	Kate Sutton	*5131	Outgoing	-	815749466661	2016-05-17 15:20:47	01.13
1088455	<input type="checkbox"/>	Autumn Paice	*5155	Outgoing	PROWS JERRY	818592346428	2016-05-17 15:20:34	00.19
1088454	<input type="checkbox"/>	Autumn Paice	*5155	Incoming	PROWS JERRY	818592346428	2016-05-17 15:20:02	00.32

Item	Question	Weight	Score
1	Was the Agent courteous upon answering call?	8	Not
2	Was the customers questions answered correctly?	3	Not
3	Did the agent ask the customer if they would take our survey at the end of the call?	4	Not

CALL RECORDING FOR:

TRAINING PURPOSES
 QUALITY ASSURANCE
 CUSTOMER SATISFACTION
 MONITORING
 LEGAL / COMPLIANCE

CALL CENTERS
 FINANCIAL SERVICES
 LEGAL SERVICES
 EMERGENCY SERVICES
 LAW ENFORCEMENT
 EDUCATIONAL INSTITUTIONS
 STATE & LOCAL GOVERNMENT

CALL RECORDING / PLAYBACK FEATURES

- Call Recording in Standard Media Formats
- Call Playback on Standard Media Players
- Search by Agent Name
- Search by Area Code and Prefix
- Extension and Name Lookup
- Caller ID
- Fast Forward and Rewind
- Time and Date Stamping
- Email Ready Format
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL SCORING FEATURES

- Rate Every Call Recorded
- Customizable Questions
- Rating Weight
- Unlimited Templates & Categories
- Inline Email of Results
- Secure Permission Based Access

Understanding Customer Interaction is For Everyone

The SIP Print SME edition records calls for specified users without requiring any integration with a Call Server or IP-PBX required. With 5 minutes of installation and 20 minutes of configuration you can start recording every customer interaction with up to 3+ years of storage. And with automated archiving, your calls can be stored in perpetuity.

CALL CAPTURE FEATURES

- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific
 - SIP/SCCP
 - G.729, G.711

SOFTWARE LICENSING

- Recorded Users: Up to 200
- Concurrent Calls: Up to 200
 - SuperUser Logins: 1
 - Administrator Logins: Unlimited
- Call Recording User Logins: Unlimited
- Reporting User Logins: Unlimited

VOICE SYSTEMS COMPATIBILITY

Cisco, Avaya, Lucent, Allworx, Hosted Cloud VoIP Providers, Asterisk, Adtran, Coredial, Grandstream and More...

SME Appliance Specifications

- Processor: Intel Xeon 3.3GHz CPU
- Memory: 8GB
- Storage: 2TB Enterprise 7200RPM HDD
- LAN: 4 x Gigabit NIC
- Ports: 4 x USB Port 1x VGA Port
- Form Factor: 1U Rackmount
- Power Supply: 350W 80 PLUS Gold Certified AC w/ PFC
- System Cooling: 2x 4cm 4pin PWM Fans
- Dimensions (WxDxH): 17.2 x 14.5 x 1.7 inch / 437.0 x 369.0 x 43.0 mm
- Weight: 12.0 lbs / 5.3 kg



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