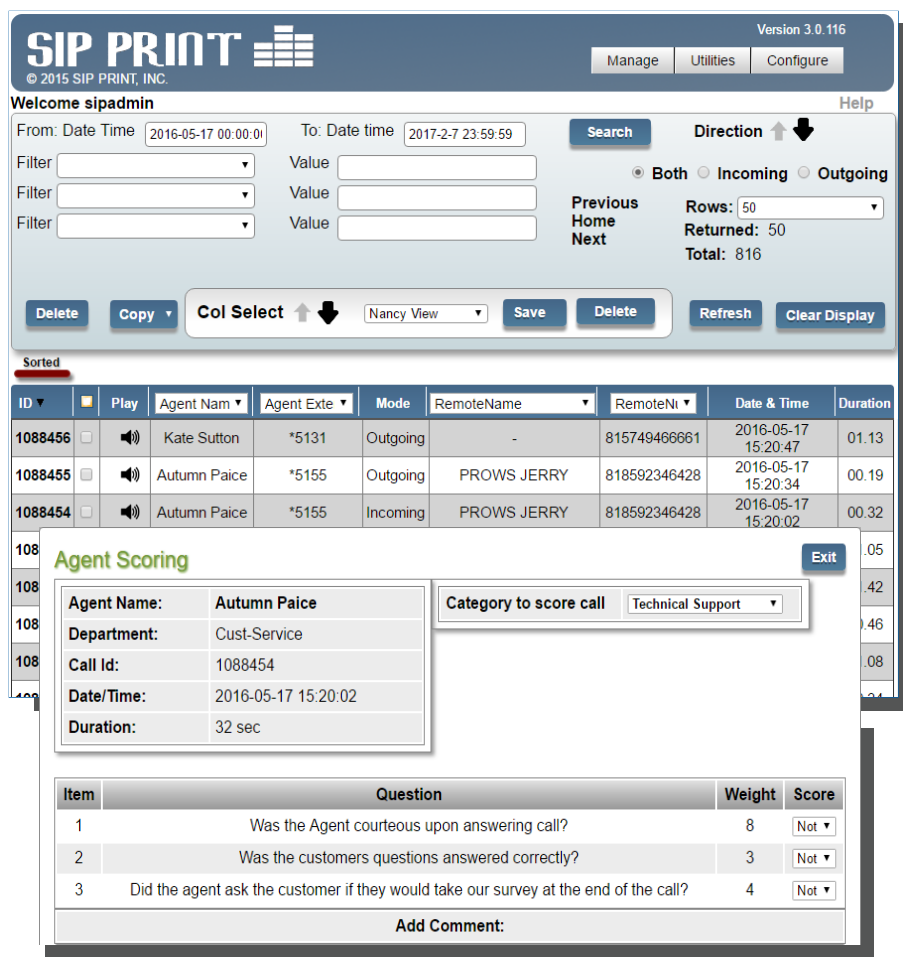


## Understanding Customer Interaction is For Everyone



The screenshot displays the SIP PRINT web 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 'Filter' dropdowns and 'Value' input fields. There are radio buttons for 'Both', 'Incoming', and 'Outgoing'. A 'Search' button is present. Below the filters are buttons for 'Delete', 'Copy', 'Col Select', 'Nancy View', 'Save', 'Delete', 'Refresh', and 'Clear Display'. A table of call records is shown with columns: ID, Play, Agent Name, Agent Ext, Mode, RemoteName, RemoteNi, Date & Time, and Duration. The table contains three rows of call data. Below the table is an 'Agent Scoring' pop-up window for call ID 1088454. It shows agent details for Autumn Paice and a 'Category to score call' dropdown set to 'Technical Support'. Below this is a table of scoring questions with columns 'Item', 'Question', 'Weight', and 'Score'. The questions are: 'Was the Agent courteous upon answering call?' (Weight 8), 'Was the customers questions answered correctly?' (Weight 3), and 'Did the agent ask the customer if they would take our survey at the end of the call?' (Weight 4). An 'Add Comment:' field is at the bottom.

### 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 SMB 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 70
- Concurrent Calls: Up to 70
  - SuperUser Logins: 1
  - Administrator Logins: Unlimited
- Call Recording User Logins: Unlimited
- Reporting User Logins: Unlimited

### VOICE SYSTEMS COMPATIBILITY

Cisco, Allworx, Broadsoft, Metaswitch, Netsapien, Hosted Cloud VoIP Providers, Asterisk, Adtran, Coredial, Grandstream and More...

### SMB Appliance Specifications

- Processor: Intel Xeon 3.3GHz CPU
- Memory: 4GB
- Storage: 1TB Enterprise 7200RPM HDD
- LAN: 2 x Gigabit NIC
- Ports: 4 x USB Port 1x VGA Port
- Form Factor: 1U Rackmount
- Power Supply: 350W 80 PLUS Gold Certified AC Power Supply 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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