

Understanding Customer Interaction is For Everyone

Highlights

- Unified Cloud Portal for All Users, Business Units and Locations
- Media Stored Locally and Centrally Within the Customer Network
- No Client or PC Installation Required
- Compatible with Cisco UCM and Business Edition
- Includes Deep Set of Reporting Capabilities
- Consume as a Service and Not a Capital Expense



The screenshot displays the SIP Print web interface. At the top, it shows the user is logged in as 'demo user'. Below this are navigation tabs for 'Search & Play', 'Reporting', 'Users & Groups', and 'Configuration'. The 'Reporting' section is active, showing a search filter for 'Caller or Receiver' and 'Phone #'. A table of filtered calls is shown with columns for Caller, Receiver, Phone #, Duration, Date Time, Rating, ID, and Options. Below the table, there are tabs for 'Top Users by Call Count', 'Top Users by Duration', 'Rating by User', 'Most Frequently Dialed', 'Longest Calls', and 'Unmapped Calls'. The 'Top Users by Duration' tab is selected, showing a horizontal bar chart and a table of top users by duration.

Group	User	Duration
Customer Support	Cary Lovejoy	4 mins, 53 secs
Customer Support	Christian Dunburry	3 mins, 13 secs
Customer Support	Lucy Chin	2 mins, 21 secs
Accounting	Mike Herro	2 mins, 19 secs

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 Calls Inline
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL REPORTING FEATURES

- Most Frequently Dialed
- Longest Calls
- Call Details
- Top Callers by Quantity
- Top Callers by Duration
- Call Ratings by Agent

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The SIP Print Cisco edition records calls for specified users without requiring any integration with a Cisco UCM or Business Edition. 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.

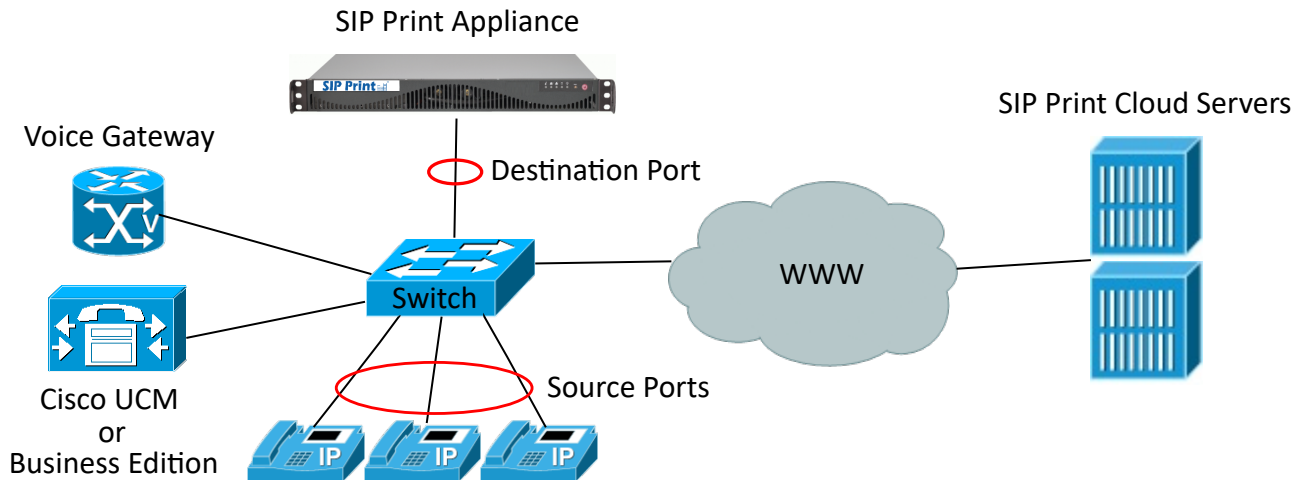
Options For Every Cisco Environment

Appliance Models	SME	SMB	Express
Recorded Users	200	70	15
Concurrent Calls	200	70	15
Minutes of Recording	18.6 Million	9.3 Million	2.3 Million
Admin/User Logins	Unlimited	Unlimited	Unlimited
Signaling Support	SIP/SCCP	SIP/SCCP	SIP/SCCP
Codec Support	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729

CALL CAPTURE FEATURES

- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific

SME



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