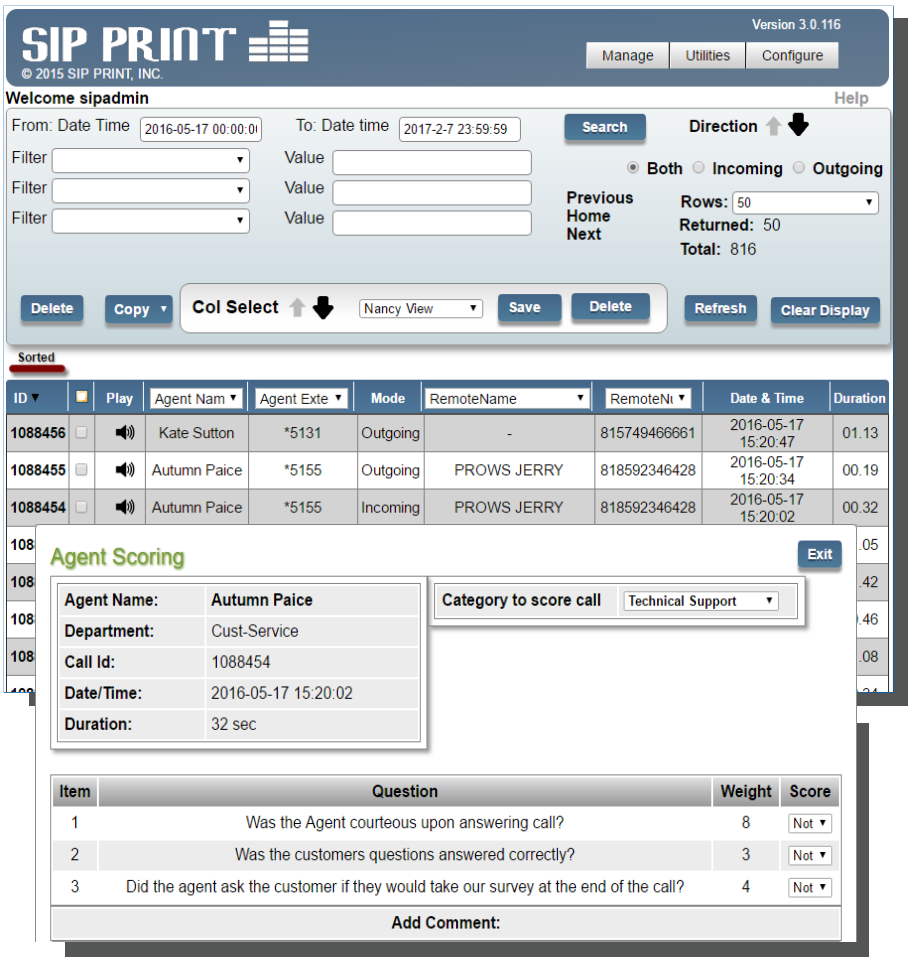
SIP Print™

Know What Your Customers Are Saying

Allworx Connect Premise Edition

Understanding Customer Interaction is For Everyone



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

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Understanding Customer Interaction is For Everyone

The SIP Print Allworx Connect edition records calls for specified users without requiring any integration with the Allworx platform. 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.

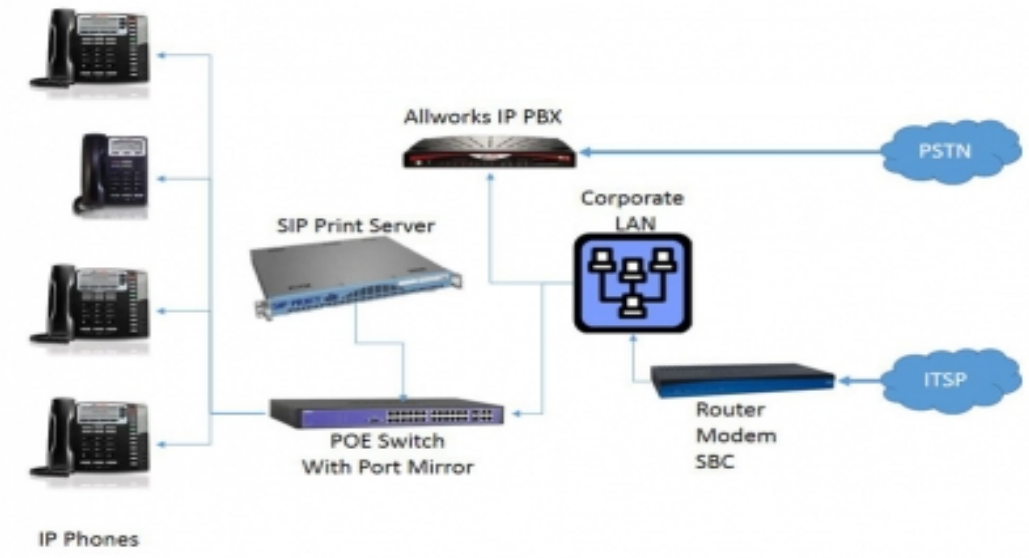
Options For Every Allworx Environment

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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