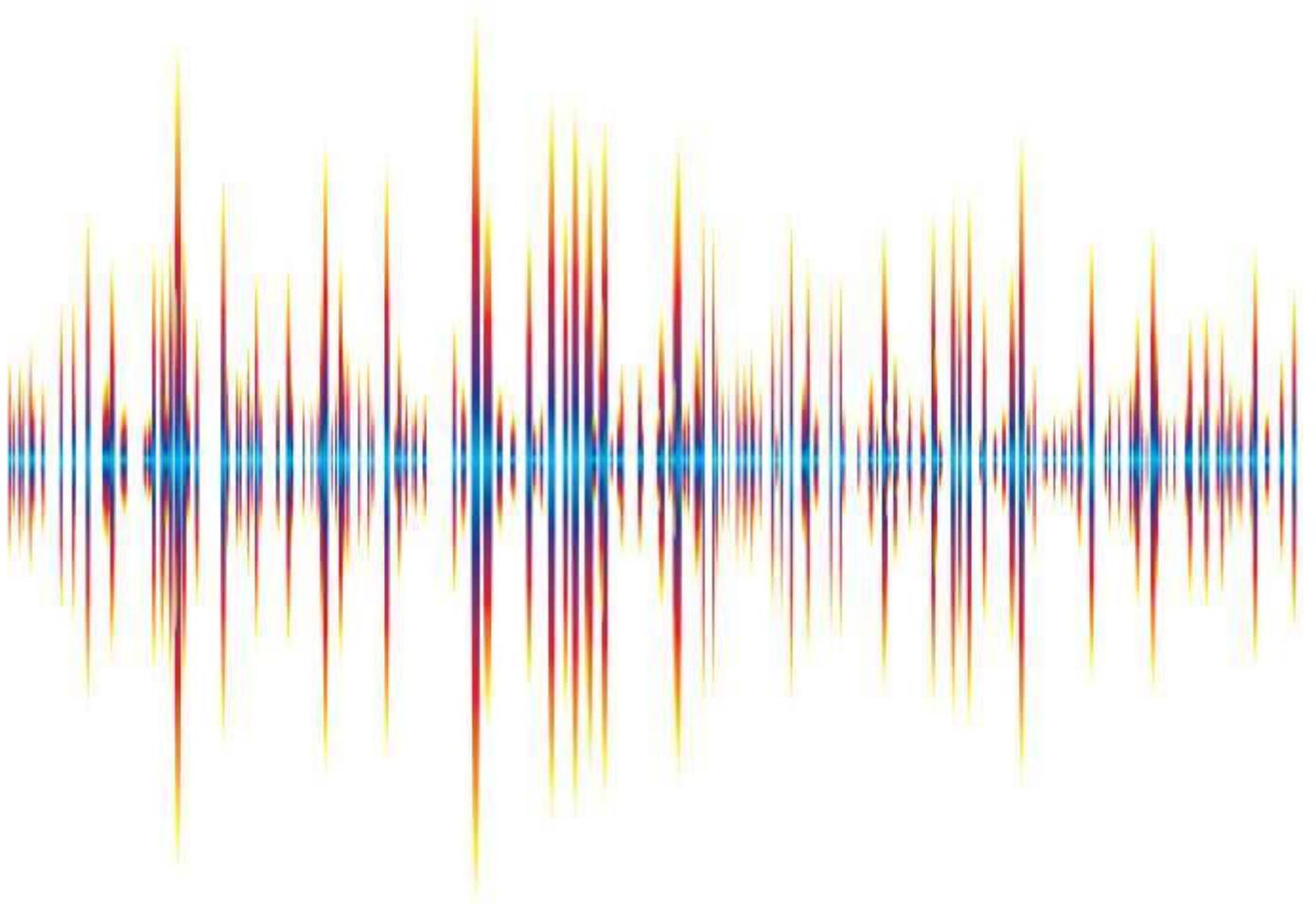




secure, integrated call recording
for single or multi-sites organisations



Overview

Secure, encrypted recording for single or multiple sites, accessible through a simple web browser



TIM Talk is a unique call recording solution that provides fully-integrated audio/voice recording features to either of our award-winning call logging platforms, TIM Plus or TIM Enterprise.

It means that, wherever you see a call in any of your call reports, you can just click to listen to it, using the same web browser interface of the call logger.

By combining one or more of our Magic Box hardware devices with instances of our Echo network capture software, your call logger becomes a fully-integrated, security-compliant voice recording platform to monitor all of your ISDN, Analogue and VOIP call traffic!

All calls are securely encrypted using industry standard 256-bit symmetric key AES encryption, and calls are

compressed by up to 90% of their original size!

Other features include: extension matching, quick call searching, call audit trails, call scoring, note-adding facilities and even call scoring/rating.

Individual extensions or even whole groups of users can be excluded from logging and/or recording, pursuant to your own privacy policies.

A simple, open API is freely available for integrating your call recordings with third-party systems, including PCI-DSS features to blank out parts of calls.

And deployment across multiple sites is simple: each site can work autonomously, keeping its data locally to spare bandwidth across your network.

Quick search

Searching for a call is a simple affair. You can retrieve and listen to any call in seconds from any web-browser for immediate playback. No additional client software is required at the client PC.

The TIM Talk solution also enables **single-click searching** on any combination of call details such as date & time, dialled number, caller ID, but in addition, you can search for calls made or received by **individual users**!

Quick call search

Call type: All call types

From: Today

Dialled number: [input field]

CI: [input field]

Site: (All sites)

Group: [input field]

User: [input field]

Limit results to: 100 calls

Search



Easy listening

Duration	Cost	
00:02:11	0.00	[icons]
00:06:22	0.00	[icons]
00:02:38	0.00	[icons]
00:01:16	0.00	[icons]
00:03:01	0.00	[icons]

Click to play recording

When you've found a call, just click to play, add a note, or find other calls that are associated with it. You can even add your own scorecards and rate the call based on any criteria you find relevant.

Advanced reporting

Wherever a user sees an individual call anywhere throughout the entire call logging system, they can (with appropriate access), click on the speech bubble icon alongside the call... and just listen to it through their browser!

Features

Flexible and intuitive search options, single-click play and all features included as standard, make TIM Talk superb value for money

Easy call search

The flexible and intuitive search capabilities on TIM Talk mean you can retrieve a single call or series of calls in seconds for immediate playback by any authorised web user.

Single-click play

Each call logging record has a  icon alongside indicating the presence of any associated call recording. You simply click to play. The calls are listed as shown and you have to do nothing more than 'Click' to play the recording!



Call ID	Customer	Agent	Location	Start Time	End Time	Duration	Recording
11-11-11	111111	1111111111	111111	11-11-11 11:11:11	11-11-11 11:11:11	11:11	
11-11-11	111111	1111111111	111111	11-11-11 11:11:11	11-11-11 11:11:11	11:11	
11-11-11	111111	1111111111	111111	11-11-11 11:11:11	11-11-11 11:11:11	11:11	
11-11-11	111111	1111111111	111111	11-11-11 11:11:11	11-11-11 11:11:11	11:11	

Controlled access levels

You can easily restrict access so that the managers of different sites or teams can only access their own calls and recordings. Alternatively, full access can also be given to some individuals to allow them to access several teams and/or sites.

View all call Legs

If the call has additional legs, the  icon will light up. To see or hear these additional legs, just click on the icon and all related call legs will be shown automatically.



Call Audit

An audit facility is included as standard so you can see who listened to a call, when they listened to it and the IP address of the machine they were on while listening.

Flagging important calls

As well as having the recording at your fingertips, why not go a step further and have the facility to add notes to calls. TIM Talk includes this advanced feature as standard. Any call with a note attached is displayed as follows:



Adding a note is simple: just click on the  icon as if you want to listen to the call. Then select 'Notes' and press 'Add' if you would like to add a note to a call.

When reviewing a call, you will see any attached note. The note is automatically date and time stamped and the name of the person who added the note is automatically added. You will see a brief preview of the note. Simply click to open fully and read. The notes facility is ideal for training purposes as it allows managers to easily flag up calls that they want to review at training sessions.

Call Scoring

You can create your own score cards and rate any call for evaluation purposes. The scores can be based on any combination of:

- Yes/No answers
- Range answers e.g. 1-10
- Multiple choice answers

Our reporting interface provides a comprehensive analysis of previously-scored calls, enabling you to quickly and easily evaluate the answers to your scored calls.

All "Yes/No", "Range" or "Multiple Choice" questions are summarised in a clear, easy-to-understand format. Each question is shown separately and grouped into their respective categories.



Encryption

All calls are securely encrypted using the industry standard 256-bit key AES algorithm.

Fully integrated Call Logging

Because TIM Talk includes either the TIM Plus or TIM Enterprise call logger as standard, you benefit from the even more advanced call search options available in the reports section.

How does it work?

Designed for rapid deployment to any type of site, be it small, large, or spanning multiple locations with any mix of ISDN or VOIP calls

The form factor of a **Magic Box** is similar to that of an external 3.5" USB hard disk, so it's easy to incorporate into existing hardware. Multiple devices can be connected to a single PC or, where density is high, can be deployed as one or more PCI or PCI-Express expansion cards.



Being self-contained units, they're the perfect solution for sites where the security of a separate recorder is

needed, or where you don't want to waste bandwidth pulling large voice files across your network.

Calls are highly compressed - up to 10% of their original size - and you can vary the compression ratio to optimise storage space or increase quality. There's no loss in bitrate, and a single 64Kbps, 5 minute phone call can consume as little as 200 KB.

Calls are encrypted using an industry-standard 256-bit symmetric key AES algorithm.

VOIP Recording

For SIP or Cisco SCCP ("Skinny") call recordings, no hardware is required. Simply set your managed Ethernet switch to mirror your VOIP traffic to a server running our Echo software and all calls will be automatically collected and reconciled with call records for complete integration with your call logger.

Technical info

The USB Magic Box occupies roughly the same space as an external 3½" hard drive and is connected by a standard USB2.0 cable. One box can monitor up to 60 channels of PRI ISDN, up to 8 channels of ISDN2, or up to 8 channels of analogue POT lines. Up to two boxes can be connected to one host PC.



For higher densities, PCI or PCI-Express form factor expansion cards can be used in a single host PC to provide up to 240 channels of ISDN. Networked PCs can be interconnected for very large scale call recording.

OS, storage & power requirements

Capacity is limited only by the amount of hard disk storage available. The following is a rough guide to the amount of storage you will need:-

250 GB = 100,000 channel hours
500 GB = 200,000 channel hours
700 GB = 300,000 channel hours
1 TB = 400,000 channel hours

Operating systems

TIM Talk works on all Windows editions, from XP (SP3), to Windows Server 2012.

Power requirements

The unit is powered by its USB connection so doesn't require an external adaptor.

Inputs

Standard analogue line (POTS), basic rate (BRI) and primary rate (PRI) ISDN inputs are available. All input connections are made via rear panel RJ45 (CAT-5) sockets.

Why use call recording?

Lead by example

Instead of telling staff how you want calls handled, play an example of a call that was handled well. Our powerful directory based interface can be configured to allow staff to listen to their own calls so they can hear for themselves when they are failing to deliver clear, concise information

Resolve disputes

Retrieve the recording to prove what was actually said or not said!

Clarify misunderstandings

Play back a call to clarify any misunderstanding that may have arisen. Alternatively play back to retrieve phone numbers, post codes or indeed any vital information that may have been scribbled down wrong.

Protection

Protect your staff from abusive or threatening behaviour by informing all callers that calls will be recorded.

Create a knowledge base

By storing and maybe even allowing employees access to important or informative calls. This is particularly useful when training new employees.

Make training easy and fun

Pick the good calls and show people how easy it is to do the job well. Use your own phone system to do 'mock' calls and show them what you mean by a bad call.

Raise standards

When staff know their calls are being recorded, they are unlikely to provide a sloppy or offhand service. And this means happier clients.

Understand your business

Sometimes it is hard when running a business to be aware of what is done and said at every level in your organisation. By recording calls, you can do simple spot checks at any time to hear for yourself what your customers experience on a daily basis.

Check first

If an odd call appears on your call logging report, e.g. a long overseas call, you can listen to it and check whether it is legitimate before taking your employee to task over why it was made.

-  Clarity
-  Quality
-  Focus
-  Knowledge
-  Protection
-  Standards

Download a free trial today

Speak to your vendor to arrange a free full trial of the software on your own phone system(s).



Nomis Connections Ltd

Connections House · 11a Kings Road · Fleet · Hampshire · GU51 3AA
Tel: 01252 411 111 · E-mail: sales@nomisconnections.co.uk
<http://www.nomisconnections.co.uk/>