



# Permanent Call Recording

## —○ Datasheet

### No more lost customer calls

TELES always has the right solution at hand – be that to document your call data, implement quality improvements in a call center, or record the calls from mobile subscribers.

With the TELES Session Recording Server (SRS), you now have a cost-effective solution for call recording in all business areas. You manage the recorded calls via a web-based portal, with the search function available whenever you need to access a recording. The TELES SRS is based on the SIPRec standard, thus permitting the standardised integration of third-party manufacturers.

Furthermore, should you also need call recording for the financial and insurance sectors, we now provide a MiFID II\* compliant solution with our partner ASC.

#### BENEFITS AT A GLANCE

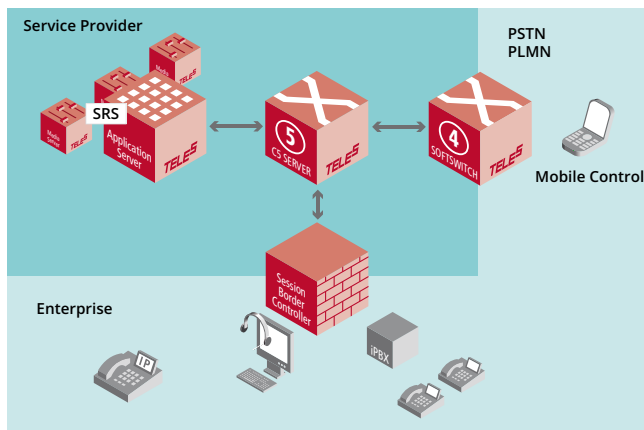
- Cost-effective solution
- for business customer
- integration of Mobile subscribers
- for call center agents
- Web-based access and flexible search tool
- Controlled via IVR Opt-IN and Opt-OUT functions
- SIPRec conform

## Application Uses

### IP-Centrex/Hosted UC

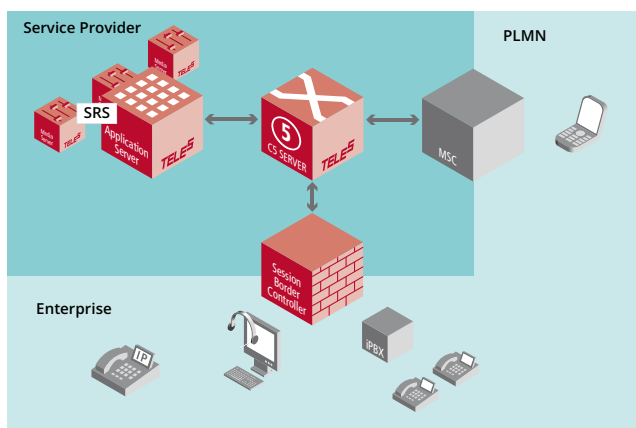
Calls from desk telephones and softclients are recorded for business customers, as well as for agents in a call center, or for ACD groups.

Mobile phones can be integrated using the TELES MobileControl application by callback and call through, as well as by VoIP calling.



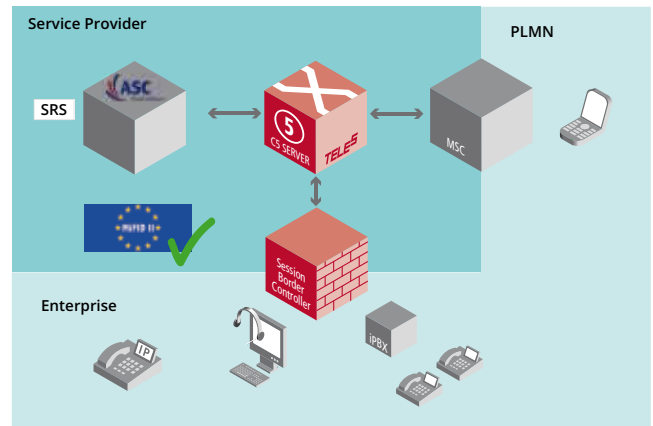
### Mobile Centrex

Both incoming and outgoing mobile phone calls can be recorded at the terminal device without an additional application.



## Solution for Finance Market Requirements

Regardless of whether it is for the banking, trading or other finance markets – together with its partner ASC, TELES now provides a MiFID2 certified solution.



TELES SRS	
<b>MINIMAL HARDWARE REQUIREMENTS</b>	
CPU	4 cores
RAM/hard disk	12 GB / 500 GB
<b>CODECS</b>	
G.722 (HD Voice)	⊙
G.711 u/a	⊙
GSM FR / EFR	⊙
G.729 A,B	⊙
Opus (only Dialogic XMS)	⊙
<b>MEMORY REQUIREMENTS</b>	
per minute	ca. 450kByte
<b>LISENCE PER SESSION</b>	
TELES SRS	1
SipREC	1
Mediaports	2

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