



SonicView IP Recording

Advanced IP Recording for Small and Medium Businesses

NEC's SonicView IP Recording makes recording, organizing and sharing IP calls simple for those using the UNIVERGE® SV8100 Communications Server. This cost-effective recording solution is easy to install, manage and use, and helps ensure low total cost of ownership (TCO).

Record, Organize and Share Calls

SonicView IP Recording provides a flexible, easy way to record, organize and share calls made and received on IP phones. Because this application was built using the latest application architecture, it provides an intuitive, state-of-the-art Graphical User Interface (GUI) that makes it easy to use. Its extensive range of features and customized options ensure that businesses have a highly effective and affordable way to address all of their call recording and monitoring needs. Some of the available features include:

- Selective rules-based recording
- On-demand recording
- Call tagging and flagging
- Embedded player control
- One-click emailing of recorded links or files
- Exporting recording to .pdf
- On-demand charting
- Flexible backup/restore options
- Easy-to-use Supervisor and Agent Dashboards
- Lightweight Agent Access module

At a Glance

- Record, organize and share calls
- Easy to install, configure and manage
- Web-based management

- Extensive search and playback based upon:
 - Call direction
 - Caller ID
 - Phone number or extension
 - Date and time
 - Duration
 - Flags
 - Notes
 - Other user-defined criteria

Since most businesses are neither pure IP nor pure TDM, SonicView IP Recording integrates with NEC's Voice Security Recorder to capture information from both IP and TDM transport technologies to produce a single, comprehensive storage, reporting and management system for all recorded calls.

Easy to Install, Configure and Use

SonicView IP Recording can be installed in just a few simple steps on standard PC hardware. This software-based solution can be installed on off-the-shelf standard servers. Typical installs can be done in a few hours as opposed to other solutions that may take days.

Once it's installed, it can be used immediately – and because it is a fully web-based solution, organizations can access their information and recordings regardless of physical location. Businesses can document and share transactions with great ease, which helps them be more efficient and productive.

Web-Based Management

When installed on a dedicated server for call recording and storage, SonicView IP Server connects to a Managed Data Switch that mirrors existing PBX ports and provides a web-based administration interface for IT managers. Profile management for recordings, user management and data management can all be administered from this interface.

The Agent Console offers individual agents browser-based access to their recordings, while the browser-based Supervisor Console enables supervisors to access agents' call recordings using an extensive search filter. The console acts as a dashboard that provides all pertinent information on one page.

An additional management feature, On-Demand Recording (ODR), is a client application that enables users to start and stop recording during a call. The ODR client also provides tools to annotate and flag calls that are being recorded.

How Can SonicView IP Recording Help Your Organization?

Opportunities	
Education:	<ul style="list-style-type: none"> Record and track any threatening calls received by your office Receive on-site notification of E911 calls made and the location of the caller Track phone activity and employee productivity Track the total call volume, call duration and other information for both individual extensions and groups Provide proof of calls made to or from students and parents
Healthcare:	<ul style="list-style-type: none"> Conduct and monitor training Use recorded examples of good and bad calls for additional training opportunities Ensure delivery of quality care and correct information to patients Protect your organization from liability issues with verified recordings Use to verify compliance with industry regulations like HIPAA Provide officials with copies of any threatening calls received by your staff
Government:	<ul style="list-style-type: none"> Record and track any threatening calls received by your office Receive on-site notification of E911 calls made and the location of the caller Track phone activity and employee productivity Track the total call volume, call duration and other information for both individual extensions and groups Track toll-free and special number calls – like 411 Manage costs by allocating telecom costs to specific locations and departments Ensure that all trunks and extensions are functioning properly
Hospitality:	<ul style="list-style-type: none"> Receive notification of E911 calls made on your property along with the caller's location Track phone activity and employee productivity Track the total call volume, call duration and other information for individual rooms, extensions and groups Track toll-free and special number calls – like 411 Allocate telecom costs to specific locations, extensions or groups Ensure that all trunks and extensions are functioning properly
Legal Offices:	<ul style="list-style-type: none"> Use recorded calls as proof to protect management from liability issues Review phone conversations for additional information Conduct and monitor training Use recorded examples of good and bad calls for additional training opportunities Verify that staff is delivering high-quality service to each caller Ensure that staff provides accurate, consistent information to callers Record and track threatening calls your office receives
Other Businesses:	<ul style="list-style-type: none"> Track phone activity and employee productivity Track your total call volume, call duration and other information for both individual extensions and groups Track toll-free and special number calls – like 411 Use area code information to track advertising response and market demand Ensure calls to unavailable sales staff are returned in a timely fashion Track the number of successful sales calls made or received for incentive opportunities Manage costs by allocating telecom costs to specific locations and departments Ensure that all trunks and extensions are functioning properly Schedule and optimize staff levels using call volume information Receive on-site notification of E911 calls made and the location of the caller Record and track any threatening calls received by your office

SonicView has flexible configurations for single or multi-site locations and can be deployed to record selected extensions in either "record all" or "on-demand" mode.

Empowered by Innovation



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