



Mister Recording

A MISTER Call Analytics application



*Discover
intelligence*



Discover Intelligence

In today's competitive world, the customer experience is more important than ever. Valuable and structured information enables organizations to make immediate decisions to optimize their performance and keep up with today's demanding customer needs. **Mister Call Recording** is a complete product for capturing, storing and analyzing audio and video recordings for Cisco Unified Communication systems. It combines the Mister CA Platform along with Cisco Mediasense to offer a powerful application with multimedia recording functionalities. It uses a scalable architecture to ensure comprehensive redundancy, business continuity, investment protection and an attractive ROI. Through its web interface, there is a secured, very easy and intuitive way to search and locate calls to analyze, take action, and improve the whole WFO process.



Business Benefits

- Increase quality of service
- Include call recordings in Key Performance Indicators (KPIs)
- Monitor and improve employee performance
- Improve customer satisfaction
- Avoid disputes and limit liability
- Stay compliant with industry regulations
- Increase business security and avoid abuse
- Reduce personal calls
- Improve agent training and performance
- Get insights through analyzing call data
- Establish metrics to recognize the quality of service
- View improvements over time

Key Features

Call Recording of audio and video calls



Mister Call Recording makes VoIP-based call recording simple and cost-effective. It records all types of calls including audio, video calls and conferences, at any location including remote offices and home based sites. There are options to record all or selective calls, random or scheduled recordings, portions of a call, monitor live calls and on-the-spot recordings, end-to-end media encryption and data security, provide advanced access control tools, and fully comply with Payment Industry Data Security Standard (PCI DSS).

Manage and Export Recordings



Mister Call Recording stores thousands of recordings for a period depending the storage size. Through its web interface authorized personnel may playback recordings, apply filters (ex. incoming/outgoing), define actions based on alerts and thresholds, export individual and group recordings to common formats, and manage the overall system.

Evaluation forms per agent & employee



There is available a library of evaluation forms to compliment the Call Recording process. Employees can use them to record essential client information while auditors and supervisors to monitor, evaluate and train employees for improvement and best customers' experience.

Real-time analytics



Mister Call Recording combined with Mister Speech Analysis can provide real-time analytics. There are automated functions to identify calls that match qualitative criteria such calls with silent portions, talk-over or being longer that usual, and alert supervisors for monitor, intervention and further actions.

Sample Mister Recording Screenshots

MISTER Recording

Call Browser > Quality Metrics > Other > Configuration >

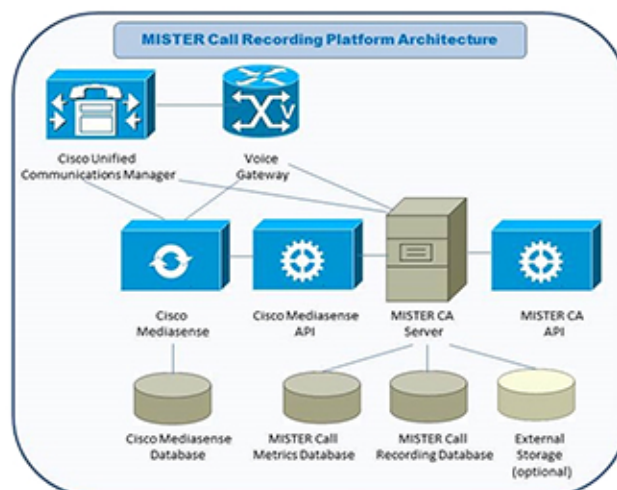
Call Browser | Extended Save as .xls

208 Calls found. | Site: ALL | Department: ALL | Position: ALL | Internal: ALL | Call Type: ALL | Name: ALL
 | Number: | Destination: ALL | Call Date from: 22/06/2014 until: 26/06/2014 | Trunk: ALL | Building: ALL | From: 00:00 To: 00:59
 | Min. Charge(s): 0.00 | Min. Duration (secs): 0

DEPARTMENT	NAME	INTERNAL	TO	TIME	DURATION	PHONE	RingTime	CALL TYPE	DESTINATION	COST	AUDIO	Download
Developers	George	221	O	22/06/2014 00:03:23	00:01:16	2106208****	14	Local	ATHENA	0.02	▶ 00:00	Download
Developers	Kostas	216	O	22/06/2014 00:07:42	00:00:01	6937209****	1	Mobile	WIND	0.09	▶ 00:00	Download
Help Desk	Gina	220	O	22/06/2014 00:07:51	00:00:02	6937209****	26	Mobile	WIND	0.09	▶ 00:00	Download
Help Desk	Gina	220	O	22/06/2014 00:08:23	00:00:35	6977277****	16	Mobile	COSMOTEL	0.09	▶ 00:00	Download
Help Desk	Irene	214	O	22/06/2014 00:10:06	00:00:10	6944294****	16	Mobile	VODAFONE	0.09	▶ 00:00	Download
Help Desk	Irene	214	O	22/06/2014 00:10:36	00:00:15	2106053****	9	Local	ATHENA	0.01	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:04:30	00:00:31	6944332****	25	Mobile	VODAFONE	0.09	▶ 00:00	Download
Manager	Dimitris	230	O	01/07/2014 00:09:10	00:00:13	2106221****	12	Local	ATHENA	0.01	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:10:07	00:00:09	2106051****	9	Local	ATHENA	0.01	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:15:50	00:01:35	2106020****	13	Local	ATHENA	0.02	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:16:47	00:00:12	6932187****	7	Mobile	WIND	0.09	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:17:51	00:00:10	6947002****	11	Mobile	VODAFONE	0.09	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:18:04	00:00:01	6932187****	12	Mobile	WIND	0.09	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:27:09	00:00:11	6950059****	14	Mobile	COSMOTEL	0.09	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:29:07	00:00:03	2104963****	20	Local	ATHENA	0.01	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:29:28	00:00:27	2103130****	12	Local	ATHENA	0.01	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:29:35	00:00:12	2104942****	4	Local	ATHENA	0.01	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:33:55	00:05:49	6974199****	5	Mobile	COSMOTEL	0.43	▶ 00:00	Download
Help Desk	Gina	220	O	01/07/2014 00:33:55	00:05:49	6974199****	5	Mobile	COSMOTEL	0.43	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:35:46	00:00:12	6932187****	12	Mobile	WIND	0.09	▶ 00:00	Download
Developers	George	221	O	01/07/2014 00:36:47	00:00:14	6933360****	12	Mobile	WIND	0.09	▶ 00:00	Download

1 2 3 4 5 6 7 8 9 10 ...

MISTER CA Recording Platform Architecture



Technical Specifications

Supported Cisco Call Manager	8.5.1 or later
Server Operating System	Microsoft Windows 2008/2012 32-bit/64-bit Microsoft Windows 7/8 32-bit/64-bit
Database Server	SQL Server Express 2008 or later
Application Server	Microsoft IIS 7.0 or later
Storage	150GB
Supported Client Browsers	Internet Explorer 8.0 or later Mozilla Firefox 1.x or later Google Chrome
Supported Language	English, German, Greek

Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analytics, Wallboards and Dashboards, and real time reporting Apps.

RTELWorld is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



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