



For
Small
Business



Cisco Smart Business Communications System integrated with CallRex

What is this solution?

The Cisco® Smart Business Communications System (SBCS) is an all-in-one voice and data solution designed to give you fast access to the information and people you need to be productive. Designed for flexibility, the solution provides a level of integration with third-party applications that other vendors cannot match. Now SBCS offers transparent support for CallRex Call Recording software by Telrex. This complete solution makes it easy for businesses and call centers to record telephone activity to improve customer satisfaction, comply with industry or government regulations, and enhance employee productivity.

What business issues does the solution solve?

The CallRex application server connects directly to the trunk port on SBCS network devices and uses port mirroring for real-time recording and monitoring of phone calls. On-demand, full-time, and triggered recording is available, and sessions can be identified by both incoming and outgoing phone numbers. The Cisco and Telrex solution also lets supervisors silently monitor calls for quality control, training, and compliance purposes. Robust search tools make it easy to find, retrieve, and play back calls. Available on a subscription basis, the CallRex application delivers the phone monitoring and recording features organizations need to achieve regulatory compliance, boost employee productivity, enhance customer satisfaction, limit legal liability, and increase security. You can work with your Cisco Certified Partner to design and install a complete solution tailored to your specific business needs.

What are the benefits?

The demand for call recording has increased dramatically in recent years. Businesses of all types are looking for affordable recording and monitoring solutions that can help them improve customer service, resolve customer disputes, increase employee productivity, and comply with legal requirements. By integrating the CallRex Call Recording application with SBCS, organizations can take advantage of a voice over IP (VoIP) solution that is more cost-effective than PBX systems. The solution is simpler and faster to install than traditional systems and can be managed and maintained like any other software program. It is nonintrusive and will not interfere with telecommunications or other critical services. And it scales easily to accommodate business growth.

Table 1 lists the features and benefits of the CallRex Call Recording application.

Table 1. CallRex Call Recording Application Features and Benefits

Features	Functions	Benefits
Multiple recording options	Supports full-time, on-demand, triggered, or selective recording	Flexible recording options meet specific business needs
Supports remote operation	Supervisors can view real-time user status, monitor calls live, and enable recording remotely	Provides full capabilities, even when supervisors are working outside the office
Software-based solution	Subscription-based licensing offering integrates smoothly with Cisco SBCS	Software-based solution is more affordable and easier to maintain than traditional systems
Robust user controls	Lets users easily search, retrieve, and play back calls	Improves employee productivity
Flexible export options	Lets organizations export call recordings for email, link to customer relationship management (CRM) records, and more	Integrates smoothly with existing business processes for investment protection
Archive support	Archives recordings locally or using network-attached storage (NAS) or a storage area network (SAN)	Enhances compliance and provides peace of mind
Multisite support	Can support call recording and monitoring at multiple locations, with remote management capabilities	Provides solution benefits to extended organizations

Why Cisco and Telrex?

Cisco, the leader in networking and communications, has teamed with Telrex, a pioneer in the VoIP recording market, to develop a complete solution that meets the needs of a wide range of companies. SBCS integrated with the CallRex application, brings enterprise-class call recording technology to small businesses. Telrex also offers computer recording and monitoring, agent evaluation, and workforce management software solutions through affordable subscription-based licenses.

Telrex has been a Cisco Technology Developer Partner for more than five years, working closely with Cisco, the worldwide leader in unified communications. Together, our experience and innovation enable us to create an affordable, feature-rich call recording solution.

What do you do next?

Contact your Cisco representative today to ask how SBCS integrates with the CallRex Call Recording application to help your staff foster better customer satisfaction, improve compliance, and work more productively.

For information on Telrex, visit http://www.telrex.com/cisco_call_recording.htm

For information on Cisco Small Business Solutions, visit www.cisco.com/go/smallbusiness/



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