

Voice Recording Applications



Solutions for Demanding Environments

Recorder Control & Replay

All of the replay applications include functionality to search, sort and replay calls as well as annotate calls with additional text based information. Exporting calls is also a common feature allowing them to be saved as commonly used electronic files or directly emailed.

Browser Based – Web Replay

All Red Box Recorders are web enabled and come as standard with a browser based control and replay, delivering organisations a system that is simple to use, manage, roll out and support.

Incident Reconstruction – Mural

Mural is a PC based application offering the user a graphical representation of audio communications. Designed to offer multiple channels of audio replay concurrently, even the most complicated incident or investigation can be brought together, recreated and analysed. With powerful export functionality, this application offers advanced users the ability to sort, investigate and disclose interactive communications fast.

Quality / Performance - Virtual Observer

Virtual Observer is a quality evaluation application, offering users the ability to build forms and assessment criterion delivering tools for assessment, monitoring, scheduling, reporting and coaching, to drive performance and quality of communications operations. The system enables total flexibility and customisation of all aspects of the system including weighting of criterion and flexible grading schemes to enable the development of a qualitative evaluation processes to drive quality and performance within the organisation.

Record on Demand

Individual users can selectively record a call, not record a call or choose to start or stop ongoing recording from any point in time. Used for specific transaction based or situation based recording, or to protect individuals privacy or other local recording legislation

Administration and Monitoring

The Red Box Recorder is totally web enabled, utilising a browser based interface for all administration, configuration, maintenance and replay. The system utilises user configuration management to restrict access to functionality as appropriate to the level of user, delivering a solution that is extremely easy to roll out and maintain.

The system also incorporates many system monitoring functions, with support for SNMP (for larger customers with centralized administration and support) and a simple 'Remote Monitor' application (for smaller or more focused users). Remote Monitor offers users status updates on the recorders, notifying them of status and errors as a pop-up within the desktop application. The pop-up then acts as a direct link to the system for further investigation and analysis.

Replay To Phone

The system supports an option to replay calls over the telephone network. Ideally suited for customers who need the flexibility of replaying to telephony devices locally (or to off site staff) and for customers who prefer to keep audio within the telephony network

The Replay To Phone server offers connectivity between the voice recorder and the telephony system, enabling the user to select a telephone



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number (or extension) to send calls to. The call is then replayed and controlled either via the users' pc interface or by key presses on the users telephone keypad.

Media Management

For those customers utilising removable media, the system comes complete with a media database and automated media labelling tool. Completely integrated with a special media label printer, the system automates the process of logging media and generating unique labels. Delivering simplicity and performance for the most important but sometimes mundane tasks.

Media Replay – MediaServer

Replaying from tapes or DVD can be time consuming and inconvenient. Most systems require you to reinsert the media into the recorder, which is normally a long way from your desk, locked away in a secure room and recording all of today's important communications!

Not any more, the MediaServer delivers the replay capability directly to your desk, offering you secure, convenient replay of media that can, be a shared replay resource for any other replay user or stand alone for exclusive use.

The MediaServer can also be utilised to connect to data archived to NAS, and form part of your disaster recovery process, offering cost effective fall back and resilience to a system.

Resilience

The design of the Red Box Recording solution has always been founded around ensuring the system delivers continuous operation and is resilient to mechanical and electronic failures. The system

architecture 'frame based recording' delivers a foundation of resilience for the recorded information, with the physical hardware delivering additional resilience for power supplies and hard disk drives, making the Red Box Recorder the standard within the recording industry, that every other manufacturer wishes they could achieve.

The RBR system has a built in function to operate an additional recorder as a 'backup' system, operating as 'primary and backup'. This feature provides a communication between the primary recorder and the backup, so in the event of and failure the backup system will automatically take over recording, ensuring absolutely no data loss.

The system can be configured in multiple operating modes to offer resilience levels up to 5 nines of availability (99.999% uptime), with options to optimise availability of the system against risk and budget

Archives & Recovery

The RBR system can archive data to removable media or any network devices. Due to the unique design of the RBS solution, this data forms a total backup of the system, containing all audio and CTI based data, meaning no need for additional database backups, IT involvement or complex restoration processes.

In the event of a disaster, that requires data to be recovered from media or network storage, the system has a built in automated recovery process, meaning a new recorder (or Media Server) can recover data from archive, and be operational with minimal down time, and no technical involvement, delivering all of your data, to all of your users - fast.

NOTE: More detail can be found in the individual product collateral.



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