



# TELREX

## CallRex Provides Innovative New VoIP Call Recording Solution For Nortel Networks BCM

CallRex provides small and medium sized businesses with a better understanding of how employees are interacting with customers. CallRex is an important tool that is used to improve customer service, increase agent productivity and reduce legal liability. CallRex provides management with verifiable and reviewable records of business interactions taking place over the telephone and computer.

CallRex offers advanced features, is affordably priced and is designed specifically for small and medium sized businesses that use the Nortel Networks BCM. CallRex is software based and can be installed on standard computer equipment; no proprietary server, expensive telephony cards or complex installation is required.

### Key Benefits

**Affordable** - CallRex is designed for the SMB market and is 50% to 60% less expensive than analog or digital based call recording solutions.

**Multimedia Recording** - In addition to recording telephone calls, CallRex can monitor computer activity in real-time, including web sites visited, emails sent/received, instant messenger and chat sessions, applications used and screenshots, giving management a complete and integrated view of all electronic workplace interactions.

**No Interference** - CallRex is completely unobtrusive, as it simply sniffs packets, it will not interfere with the Nortel Networks BCM or any other mission critical system.

**Easy To Install** - CallRex is software-based, requiring no trunk taps or expensive third party telephony cards.

**Multi-Site Recording** - CallRex Data Collector technology is specifically designed for recording small and large remote sites, even at home workers - all from on user interface.



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel Networks by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Networks Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

The demand for call recording has increased dramatically in recent years, due to the need of businesses to improve customer service and agent productivity, address security concerns and to comply with new legal requirements like HIPPA, GLBA, Sarbanes-Oxley and SEC. Call recording and monitoring, a capability once available only to big businesses with big budgets, is now going mainstream.

CallRex records telephone calls occurring on the Nortel Networks Business Communications Manager (BCM). CallRex is an innovative solution that uses on-the-wire packet-sniffing technology to record both telephone calls as well as computer activity.

## Key Features

**Real-Time Recording and Monitoring** - Calls can be recorded and monitored in real time both locally and for calls originating at remote locations.

**Playback Options** - Calls can be played-back directly to the speakers on a computer or to the telephone.

**Flag Calls** - Detailed information about every recorded phone call can be saved, including call description/notes, flagged name/value. Flagging calls allows managers to search by flagged values, making it easier to find only the calls they need.

**Searching** - Specific recordings can be found easily and quickly by using multiple search criteria, including; time and date, user name, inbound number, caller id name, phone number, flagged name or value, recording group.

**Multiple Recording Options** - Record calls on an ad-hoc basis by simply clicking a button on the client or by using automatic triggers.

**Call Log** - View detailed information about recorded calls by day, week, month, or custom date range.

**Recording Triggers** - Calls can be automatically recorded by the following triggers; user name, caller id number and name, percent of inbound/outbound calls, area code, prefix, suffix and wildcards.

**Multi-Level Security** - Flexible security rights allows administrators to assign monitoring, recording and playback rights on a per user basis.

**Multi-Site Recording** - Record/monitor telephone calls at remote locations, all from one user interface.

**Integration with IntelRex** - Integrate IntelRex into CallRex to provide computer and telephone recording and monitoring, all within one application. Hear what was said on the telephone and see what was done on the computer.

**Unlimited Recording Sessions** - Record and monitor an unlimited number of telephone calls-you won't outgrow CallRex.

## CallRex Architecture

CallRex consist of the following three software components:

**CallRex Server Software** - contains the SQL server, which stores all of the data, associated with the calls, configuration information, and the packet-sniffer that detects voice packets as they travel across the data network.

**CallRex Client Software** - allows administrators, managers and agents to retrieve and playback calls. The client acts as the user interface for the server.

**CallRex Data Collector Software** - installs at remote sites and compresses and sends back the recorded call in real time to the main CallRex Server.

## Company Information

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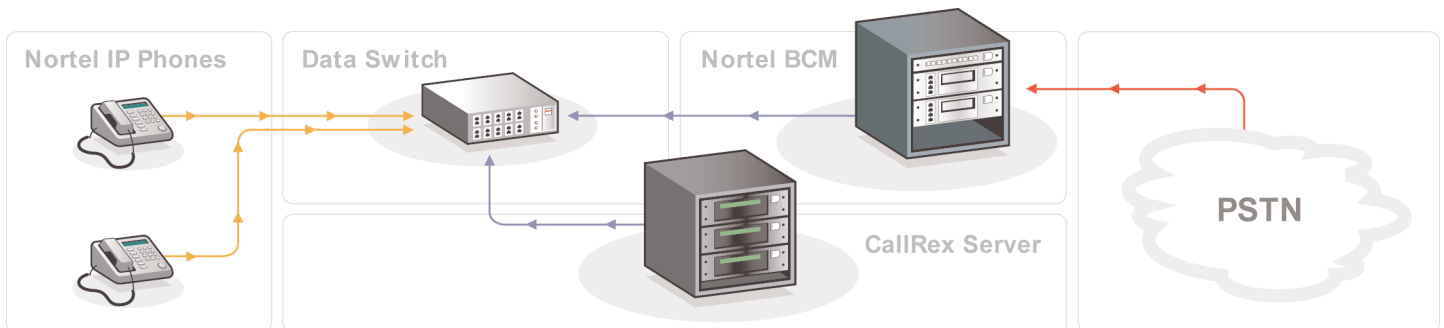
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**For all inquiries on this product, please provide the following reference code: CR-AL**



### Compatibility Information:

CallRex IP Call Recorder release 2.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel Networks platforms and releases, please refer to the Certificates of Compatibility at:  
[www.nortelnetworks.com/prd/dpp/product/prodpages/z5880.html](http://www.nortelnetworks.com/prd/dpp/product/prodpages/z5880.html)



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