Multi-channel VoIP (Voice over Internet Protocol) logging system. VoIP logging function enables recording of H.323 protocol voice communication together with any associated information. VoIP services reduce the costs of international and long-distance calls and provide multiple functional solutions for voice transmission. Correspondence logging is just a natural extension.

Connecting COMPREC™ VoIP Logging System to WAN network

Specifications of COMPREC™ VoIP Logging System:

- Original design - one of the first VoIP Logging Systems on the market.
- Full scalability.
- Capability to record up to several thousands calls simultaneously.
- Durable construction offering high level of reliability.
- No need to interfere with client's telecommunication system.
- Increase of client's network security level - events monitoring (IP network traffic analysis).
- Adding VoIP support to existing COMPREC™ systems does not require hardware modification (VoIP support is a software module that requires no official certification).
- Innovative elaboration of signalling analysis module.
- Capability to log any associated information, e.g. interlocutor's IP address, phone numbers (if available), compression types, etc.
- Advanced and highly efficient solution for frames buffering module and delays compensation.
- High quality of recorded audio

Application of VoIP Logging System:

COMPREC™ VoIP Logging System assists CRM systems with communication logging for the purpose of: training, information gathering and analysis, employees assessment and quality control.

COMPREC™ VoIP Logging System increases the functionality of the Call Centre solutions based on VoIP technology.

Connecting distributed telecommunications systems through WAN we get the opportunity to create the so called virtual, networked teleservise, capable of utilising human resources located in small towns (new work places) and to increase our income due to lower maintenance cost of the new service.

COMPREC™ VoIP Logging System provides the teleconference recording option. This function is of particular importance to medium-sized companies with dispersed offices equipped with integrated internal telephony and data transmission network.

COMPREC™ VoIP Logging System enables recording of calls from the integrated network dispatch centre.

COMPREC™ VoIP Logging System is especially suitable for the distant learning systems by providing the capability to record lectures and language exercises.

Benefits of COMPREC™ VoIP Logging System application:

- Guarantee that all IP Telephony communication is recorded (for control and protection of company and client's business).
- Elimination of costs and problems associated with maintenance of separated infrastructures - a single device will record communication within conventional networks, ISDN and VoIP.
- Unified file management system
- Utilising client's existing infrastructure
- Increase of the client service range and quality level
- Low per-channel recording cost

For the distributed architecture companies application of IP Telephony solutions in the field of international and long-distance calls ensures significant cost reduction and provides the opportunity to implement more effective information exchange and logging system.

COMPREC™ Voice Logging System

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