

MYCALLS CALL RECORDER

SECURE CALL RECORDING

Call recording is essential for any organisation. It provides undisputable facts about every call that can be used to resolve disputes quickly and effectively, to improve customer service, to review and refine call handling performance or simply because it is a legal requirement.



MYCALLS CALL RECORDER AT A GLANCE

- > **Secure Access** – Recording, playback & storage are totally secure with rapid call identification
- > **Take credit card payments** – Stop/Start recording for security compliancy with credit card payments over the phone
- > **Intuitive Search** – Makes calls quick and easy to locate.
- > **Detailed Call Analysis** – Advanced controls help pinpoint key details quickly and accurately
- > **Easy Export** – Flexible export options make recordings quick and easy to incorporate into different media
- > **Call Playback** – Calls can be played back through Enhanced Reporting



MYCALLS CALL RECORDER NEW SYSTEM ENHANCEMENTS

- > **Multi-site Support** with centralised data storage
- > **Enhanced Management:**
 - > Email alerts if disk space is running low
 - > Automatic data storage retention policy
- > **256 bit encryption**
- > **Detailed Report** on calls that have been paused

MYCALLS CALL RECORDER OFFERS

SIMPLE, SECURE CALL
RECORDING WITH ADVANCED
CALL ANALYTICS

TECHNICAL DATA

Call Recording Compression

There are 4 options for compressing calls:

Compression Data	Size Per minute	Size Per Hour	Hours in 1 GB Storage
No Compression	1128 KB	67 MB	15
Lossless Medium Compression	870 KB	51 MB	20
High Compression (WMA 38Kbps)	329 KB	19 MB	53
Very High Compression (WMA 24Kbps)	198 KB	12 MB	85

PC Specifications

Operating Systems:

Windows 8 / 10

Windows Server 2012 R2 / 2016 / 2019

Hardware

Intel i5 / 4 Cores

8 / 16 GB RAM

Hard Disk Requirements*

	Small System	Medium System	Large System
Call Recording Hours per Day	64	240	480
Disk 1 Partition 1 - Operating System	100 GB	100 GB (SSD)	100 GB (SSD)
Disk 1 Partition 2 - Capture	25 GB	100 GB (SSD)	500 GB (SSD)
Disk 1 Partition 3 - Processing	25 GB	50 GB	100 GB
Disk 2 Partition 1 - Storage (2 Years)	600 GB	2.4 TB	4.8 TB
Disk 2 Partition 2 - Restore	25 GB	50 GB	50 GB
Disk 3 Partition 1 - Backup	700 GB	2.8 TB	5.6 TB
Disk 3 Partition 2 - Archive (3 Years)	1.8 TB	3.6 TB	7.2 TB

*Hard disk requirements are based on the compression codec and ultimately how long recorded call need to be kept for.
The table above shows required disks for keeping calls for 5 years based on the number of call recording hours per day.

Database Storage

MyCalls can hold around 12,000,000 call records & call recordings using the default SQL Server 2014 SP2

Full SQL Server 2014 SP2 can be used where there's a requirement to store more records

Compliance

Key features to help achieve **MiFID II / PCI DSS** compliance:

- All calls can be recorded
- Calls are encrypted & compressed
- Auditing feature can show calls that have been played back
- Reports can be run to show calls that have been paused
- Calls can be stored for over 5 years
- Calls are recorded & played back in stereo

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