Unified communications solution for SMB

iPECS
IPCR

IP CALL RECORDING OPTIMIZED FOR SMB

ADVANCED LOW-COST APPLICATION OPTIMIZED FOR SMALL AND MEDIUM SIZED BUSINESS. WITH IPECS CALL SERVERS, SMB ENJOYS POWERFULL CALL RECORDING AND MONITORING AND VALUE ADDED FEATURES WHILE MINIMIZING MAINTENANCE AND BUDGET IMPACT.

iPECS call recording solution

iPECS IP Call Recording (IPCR) is a call recording and monitoring server application for iPECS call servers. IPCR is designed expressly for small to medium-sized business. iPECS IPCR delivers an affordable yet flexible solution. Employing the open Linux OS and integration with the iPECS call servers simplifies installation, eases maintenance and reduces costs. The application records and permits monitoring of any station managed by the iPECS call servers including local and remote IP Phones, TDM and SLT devices and provides value-added features for the convenience of the user and administrator.

Simple installation and easy maintenance

iPECS IPCR meets customer needs for an advanced yet simple and cost effective solution for SMB. From installation to management, you can leverage the office IP network environment. iPECS IPCR registers with the iPECS call servers using iPECS 'Plug & Play' registration to simplify and speed installation. The native IP application records calls delivered over a single IP connection; no mess and expense with extra cabling to PSTN trunk lines and stations. Central management for both main office and remote office through a Web interface further eases the management task with intuitive graphics and charts for statistics and administration.

Cost effective flexible solution

Employing the open Linux OS with a built-in powerful recording engine minimizes the hardware server and OS costs without impacting performance. iPECS IPCR links with the high performance iPECS call servers to record up to 200 simultaneous calls. One IPCR server can service up to ten iPECS call servers for remote recording. For survivability and balancing a single iPECS call server can employ the services of 10 iPECS IPCR servers.

In a pure IP environment the iPECS IPCR application records all iPECS managed terminals without extra circuit boards or additional servers. Also, there is no need for additional CTI servers for agents and signaling, reducing costs and improving efficiency.

Value added features

Even for the small and medium sized business, the features required are not significantly different from that of the larger enterprise. iPECS IPCR addresses these needs with plenty of value added features. Such features as Real- time agent monitoring, one click call monitoring, on-demand call recording, convenient playback controls and graphical presented statistics are basic functionality of iPECS IPCR.

Security can be a key ingredient in a contact center or even the general business environment. With iPECS IPCR, transparent security policies can be applied over a distributed system deployment including remote offices and road warriors. iPECS IPCR supports global standard AES and TLS 1.0 as well as sRTP.

Intuitive user interface

You can easily access to the recording files over web browser. In an Internet Explore 7+ environment, real time feature access, one click play, download, forward, comment and more are simply available. With iPECS IPCR web interface, use many search options to retrieve and replay captured contacts from any network connect.

What's more, the graphical interface with icons, charts and graphs, is easy and intuitive for users to operate and manage. iPECS IPCR also provides many statistics reports on the real time usage including number of calls, average talk time etc. These intuitive user interface and reports help the SMB make better decisions faster and implement them quicker.
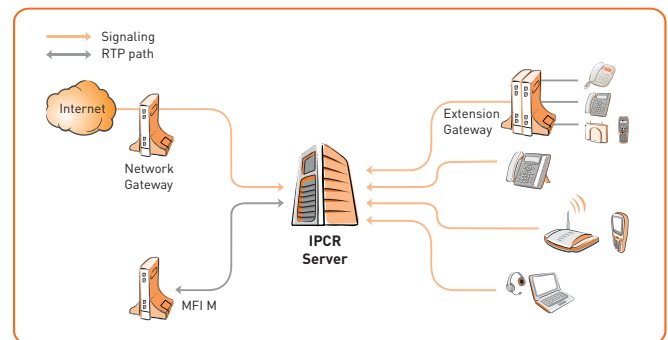
Single server for recording all terminals

• All call recording and On demand recording
• No additional hardware or cabling required
• IP, digital and SLT extension recording

Remote call recording

• Record calls to remote branch, home office, road warriors
• Conversations are saved in a central or remote servers
• Remote packet trans-coding and relay via VOIM
• Multiple codec selection depending on network condition(G.723/G.729)
• Up to 10 systems register and record to a single IPCR server

Distributed recording

• Traffic balancing employing local IPCR servers
• Local traffic saved in local servers: Regional agents, local conversation
• Local survivability
• Up to 10 IPCR servers register and record calls from a single Call Server

Encryption enabled recording

• Differentiated from port mirroring type with 3rd party solution
• AES 128 bit or ARIA(Korean Government Standard) 128 bit
• TLS applied for signaling encryption
• Key code securely exchange between Call and IPCR servers

Conference recording

• From 3 up to 32-party conference recording
• Mixing multi-party conversation paths into one path via MCIM
• Any IPCR registered participants can save the conference

Real time monitoring and recording

• Graphical agent status monitoring: idle, log in/out, busy
• Live agent call monitoring with a click of mouse
• On demand record of the entire call, simply press call recording button any time during the call

Search and play recordings

• Web based search and play
• Keyword search: period, hour, agent, DIC, incoming/outgoing
• Directory search: group or agent selection
• Built-in media player: play, stop, pause, marking, speed control
• Server status and memory monitoring

Intuitive display of statistics

• Usage statistics graphs: table, bar chart and line graph
• External calls, internal calls and average talking time
• Hourly, daily, monthly, yearly data and per agent data
• Web display and excel file downloardable

Major Specifications

IPCR Server Requirement	CPU	Intel Core 2 Duo 1.8Hz + or AMD Athlon X2 64 2.4GHz (Minumum)
	Memory	2G DDR2 or higher
	Hard Disk	1 TB HDD or higher (Recommended) Back up HDD (Option)
	Network Interface	10/100 Mb NIC or higher
	Recommended maximum concurrent recording channel	200 calls @30% CPU occupation & 20Mbps bandwidth consumption
System Requirement	iPECS-LIK 50 -1200	P5.5 +
	iPECS-MG	P2.0 +
	iPECS-CM	P3.0 +

Server Storage Simulation — Unit: GB

Without RTP encryption	agents	1 Day	1 week	1 Month	1 Year
-Files are compressed as GSM codec	10	0.2	1.1	4.6	54.9
-Conditions • 100KB/minutes	25	0.6	2.9	11.4	137.3
• 4 hrs a day • 5 days a week • 20 days a month	50	1.1	5.7	22.9	274.6

Server Storage Simulation — Unit: GB

With RTP encryption	agents	1 Day	1 week	1 Month	1 Year
-Save as encrypted wav. File	10	1.1	5.5	22.0	263.7
-Conditions • 480KB/minutes	25	2.7	13.7	54.9	659.3
• 4 hrs a day • 5 days a week •20 days a month	50	5.5	27.5	109.9	1,318.6

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