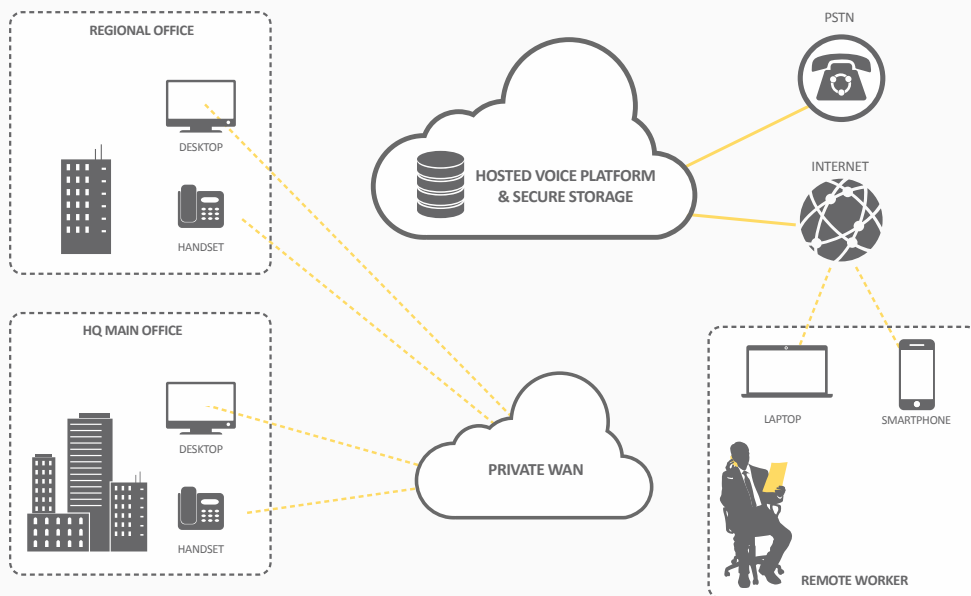


Call Recording



Flexible and scalable Call Recording solution designed for demanding sectors such as finance, legal and recruitment.

Exponential-e's Call recording solution complies with regulatory requirements, enables dispute resolution and creates opportunities for improvements in staff training, customer conversion/retention rates and ultimately profitability.

Exponential-e's Call Recording service is fully managed, removing the need for companies to operate, install and maintain on-site call recording equipment and so freeing up time and resources.

Why use hosted instead of on-site Call Recording?

Traditional on-site call recording solutions have a number of associated drawbacks:

- **Cash flow** - on site call recording solutions require upfront investment and then later replacement.
- **Resources** - maintaining an on-site call recording solution soaks up valuable resources.
- **Reach** - on site call recording solutions are typically limited to users located in the office.
- **Flexibility** - on site solutions cannot quickly scale up and down to meet seasonal demand variations.

Exponential-e's fully managed Call Recording solution avoids these drawbacks. It works for office based and remote users, has a convenient OPEX model, frees up resources for more strategic tasks and can quickly scale up and down as required.

Why choose Call Recording from Exponential-e?

Exponential-e's Call Recording service is a fully managed solution delivered from our advanced Voice Services Platform, resilient core network and secure Cloud storage.

Exponential-e's Call Recording service complies with both FCA and PCI-DSS requirements making it suitable for a wide range of demanding sectors such as finance, legal and recruitment.

There is no upper limit on storage time so recordings can be stored for as long as needed, providing maximum flexibility.

Using the intuitive web portal, recording sessions can be planned or live calls monitored. Recorded calls can then be quickly found, reviewed and exported.



KEY BENEFITS

- Complies with Financial Conduct Authority (FCA) and Payment Card Industry Data Security Standard (PCI-DSS) requirements.
- Powerful user interface enables quick access and management of recordings.
- Recordings provide valuable evidence in dispute resolution and form a useful training resource to improve sales conversion rates and increase customer retention.

Select what to record

- Schedule recording based on time/local party/remote party.
- Live Monitor calls with option to pause.
- Tag calls to assist future searching.

Find, play and manage recordings

- Filter and Search: using a variety of variables.
- Play: with the ability to start, stop, fast forward, or rewind.
- Export: save single/multiple recordings or search results.

Reporting

Two types of reports can be generated based on specific queries.

- Statistics report summarises total calls in the query result.
- Summary report details each call in the query result.

User and Group Admin

- Grouping users enables easy to plan recording sessions and security access to recordings.

USER LIVE MONITORING

Monitoring group: * Live Monitoring of Latest Calls

USER ID	USER NAME	LOCAL PARTY	DIRECTION	REMOTE PARTY	ELAPSED	KEEP	DISCARD
-1		01632963101_pol	→	3106	73:13:06		
-2		217.113.77.4		77.75.110.35	32:51		
-3		inactive		inactive	07:24		
-4		inactive		inactive	> 24h		
-5		inactive		inactive	> 24h		

Pick action

TYPE	ID	DATE	TIME	DURATION	LOCAL PARTY	DIR	REMOTE PARTY
	625	2013-01-10	05:06:23	57	77.75.110.35		111.221.74.20
	624	2013-01-09	36:16:32	15	01632 961107	→	*69
	623	2013-01-09	14:30:29	2038	01632 961207	→	3106
	622	2013-01-09	12:00:21	703	77.75.110.35		87.213.68.18
	621	2013-01-09	10:54:02	122	3113	→	01632 961207 www500
	620	2013-01-09	10:52:59	4	3113	→	01632 961207 www500
	619	2013-01-09	10:37:42	79	01632 963110	→	07700 900457
	618	2013-01-09	10:28:55	351	01632 963110	→	07700 900457
	617	2013-01-09	10:23:13	60	01632 963110	→	07700 900457
	616	2013-01-09	10:17:53	53	01632 963110	→	01632 962512

Recordings Statistics recording Statistics Report

Statistics on query results:	Total	Inbound	Outbound	
Number of calls:	11	1	9	
	Total	Min	Avg	Max
Duration (in secs):	6914	4	628	4679
Duration (in hh:mm:ss):	01:55:14	00:00:04	00:10:28	01:17:59
Number of distinct users:	5			
Number of distinct local parties:	7			
Number of distinct remote parties:	9			

	GROUP NAME	GROUP ID	
	Users	1	☐ View
	Administrators	2	☐ View
	Group Administrators	3	☐ View
	Supervisors	4	☐ View
	Customer - C	5	☐ View
	Company A-1	6	☐ View
	Company B-1	8	☐ View

ABOUT EXPONENTIAL-E

Innovation is at the core of Exponential-e, and has been since our inception in 2002. We wholly own our super-fast Network, and our fusion of complementary technologies - a carrier-class Network and Cloud infrastructure - means we can deliver enterprise applications at wire speed for a superior end-user experience. We deliver scalable, dynamic and bespoke solutions. Renowned for our

responsiveness, coupled with our customer centric approach, and a UK based 24 / 7 x 365 service desk, means we offer unrivalled expertise.

To find out more about Exponential-e visit
www.exponential-e.com/Call-Recording
or email info@exponential-e.com



Exponential-e Ltd
100 Leman Street, London E1 8EU



Telephone
+44 (0) 845 470 4001



Visit the website
www.exponential-e.com



ISO 9001
Quality Management

ISO 27001
Information Security Management

ISO/IEC 20000-1
Information Technology Service Management

CSA STAR
Cloud Security

ISO 22301
Business Continuity Management