



# MISTER Recording

 Compatible

  
Available in the  
Cisco  
Marketplace



# MISTER CA

The best-in-class Call Analytics & Billing System for CISCO IP PBXs

  
Preferred  
Solution  
Partner



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# What is “MISTER CA” ?



MISTER CA is an innovative, best-in-class, call analytics and billing system for organizations that use CISCO IP & third party PBXs.

It's main applications are:



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Mister Call Recording is a complete product for capturing, storing and analyzing audio and video recordings for Cisco Unified Communication systems.

Business Benefits:

- Include call recordings in Key Performance Indicators (KPIs)
- Establish metrics to recognize and increase quality of service
- Stay compliant with industry regulations
- Increase business security and avoid abuse
- Improve customer satisfaction
- Avoid disputes and limit liability
- Monitor and improve employee performance
- Improve agent training and performance
- Get insights through analyzing call data
- View improvements over time

Call Browser | Daily (Until 7 Days Ago)

607 Calls found - Duration: 05:19:13 Refresh every 0 sec 25/06/2014 View Calls for Today Display 20 results per page

SITE	DEPARTMENT	NAME	INTERNAL	ID	TIME	DURATION	PHONE	CALL TYPE	DESTINATION	AUDIO
Athens	Unknown	Test1	230	0	10:58:44	00:00:09	2106529***	Local	ATHINA	▶ 00:00
Athens	Unknown	Test1	213	1	10:58:42	00:00:17	6976802***	Mobile	COGNATE	▶ 00:00
Athens	Unknown	Test1	221	0	10:58:38	00:00:26	6944712***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	212	0	10:57:45	00:00:28	6944319***	Mobile	TELICOM	▶ 00:00
Athens	Unknown	Test1	222	0	10:57:22	00:00:28	6933407***	Mobile	COGNATE	▶ 00:00
Athens	IT	Test1	203	1	10:56:32	00:02:19	2107256***	Local	ATHINA	▶ 00:00
Athens	Unknown	Test1	217	0	10:55:32	00:00:36	***	Special Services	AMERIDRAE	▶ 00:00
Athens	Unknown	Test1	221	0	10:55:11	00:00:04	6944295***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	222	0	10:55:01	00:00:10	6946545***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	221	0	10:54:38	00:00:00	6937409***	Mobile	WIPD	▶ 00:00
Athens	Unknown	Test1	213	0	10:54:24	00:00:24	6944377***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	204	1	10:53:35	00:00:56	6922220***	Mobile	COGNATE	▶ 00:00



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## Key Features



Audio and Video Call Recordings



PCI-DSS 3.0 Compliant, multilevel, secured administrative and user access



Post-call questionnaire-service quality survey. Evaluation forms



Real time analytics. Identify calls that match qualitative criteria



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## Technical Advantages

- Network media recording (not span-based). Station-side and trunk-side recording. No need for network configuration.
- Call recording of remote sites, mobile users, home users regardless of their location
- Integrated solution with Cisco UC. Simple and intuitive operation
- High Availability and Redundancy – VM Servers
- Scalable solution. Easy to upgrade to video and/or additional streams
- Selective (on-demand or ad-hoc) and full-time recording
- Single media file per call or per call segment. Option for sound between segments.
- Single recording solution, single central management for Cisco UC Devices, Cisco Gateway Cubes, Intercom, line-in / line-out and other VOIP Systems
- **Encrypted storage volumes** as well as **encrypted media files** (AES 256 bit)
- Complete (100%), PCI-Compliant, comprehensive audit trails-logging and system alerts
- SIP based technology. It also supports SCCP
- **Licensing model is per concurrent call** and not per device or trunk/gateway
- **Certified as Cisco compatible with the latest versions** of Cisco Call Manager and Contact Center applications.

One platform for Call Compliance, Quality and Performance Management



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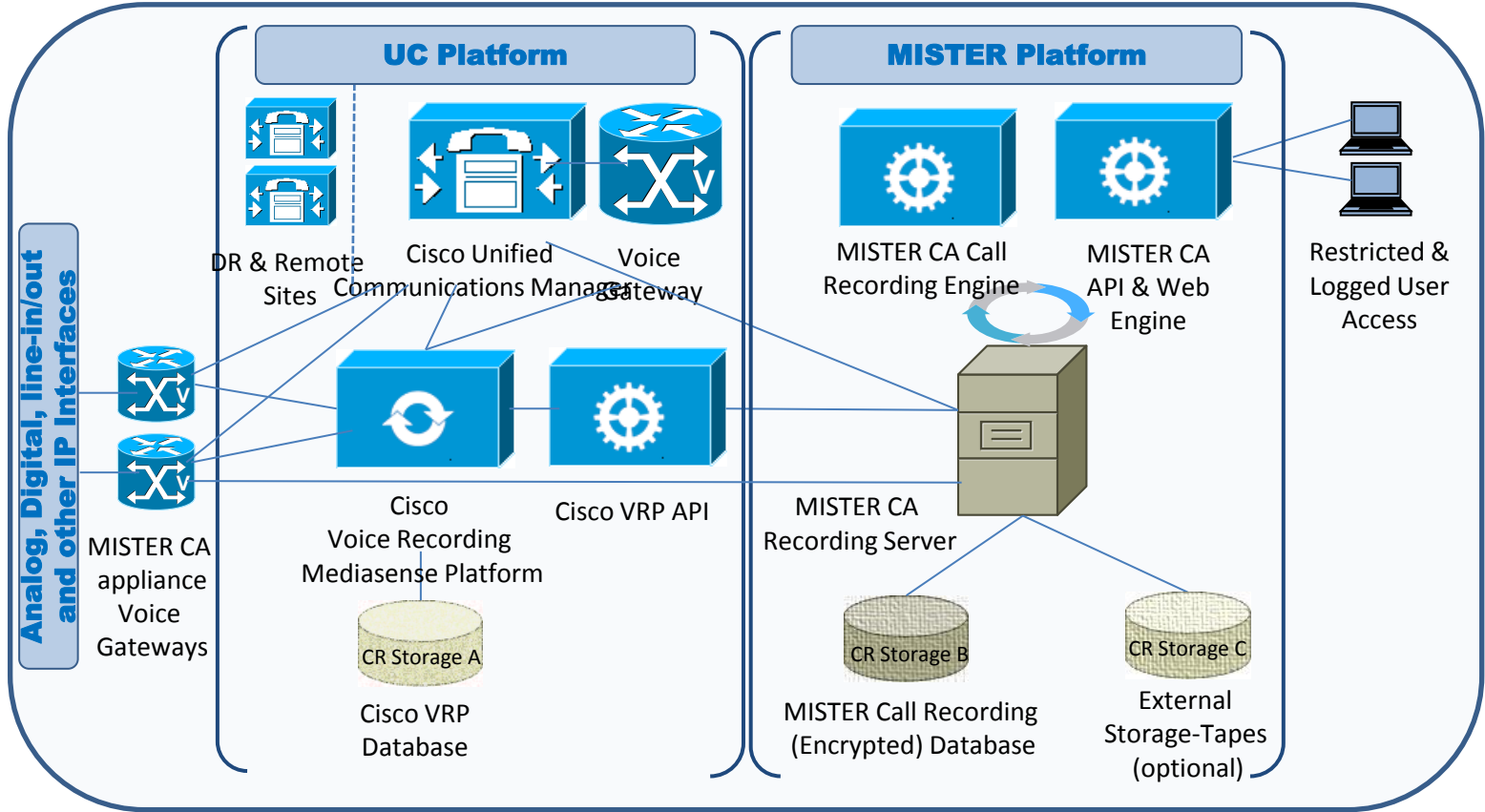


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# UC & MISTER Call Recording Architecture



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# ...thank you

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