

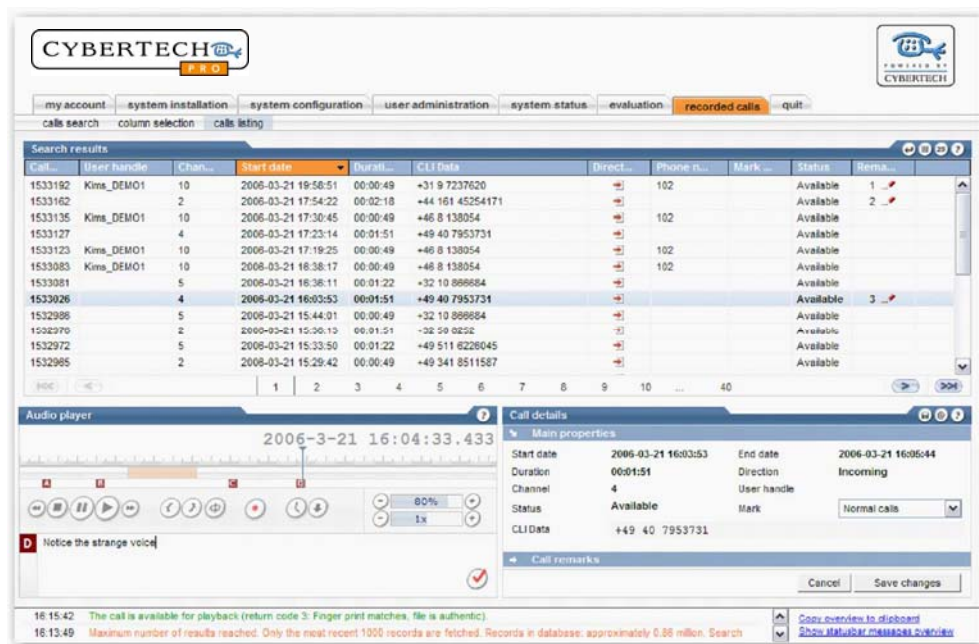


# CYBERTECH RECORDING SOLUTIONS

## VOICE RECORDING

**CyberTech Recording Systems** are reliable and future-proofed recording solutions for the capture, storage, retrieval and playback of voice, radio and data communications. They can be used in either traditional or Internet Protocol (IP) telephony environments and deliver high quality recordings for all applications including verification and compliance, dispute resolution, training and quality monitoring.

CyberTech solutions are based on standard, common-of-the-shelf (COTS) hardware and recordings can be accessed using standard web browsers without requiring additional software installed on individual user computers.



## FLEXIBLE

**Multiple recording configurations** - Can be used standalone for single site recording, as a satellite server for distributed recording and enterprise-wide to meet high availability and resilience requirements.

**Remote administration capabilities** - Web based configuration and administration tools deliver significant time and operational efficiencies ensuring lower costs of ownership.

**Flexible recording and storage options** - CyberTech recording solutions provide continuous, selective recording or record on demand and rule based archiving.

## SCALABLE

**Unlimited channels for multimedia recording** – CyberTech recording solutions can record from 4 to thousands of channel extensions simultaneously, capturing voice, voice over IP and radio communications.

**TETRA** - CyberTech is one of the few developers of recording solutions to have achieved Motorola Dimetra certification and compatibility with other major TETRA systems including EADS.

**Seamless upgrade path to IP** - Recording in hybrid environments, such as traditional and VoIP telephony, can be achieved from the same platform.

## RESILIENCE & SECURITY

**Unlimited browser-based search and replay user licences** - An intuitive browser-based interface enables recordings to be securely retrieved and replayed from any location twenty-four hours a day. With no replay licensing limitations, any number of people can access the system as required.

**Flexible storage and business continuity options** – For maximum resilience, on-line storage and remote archive are standard features of CyberTech recording solutions. CyberTech Pro supports archiving to any mass storage device (i.e. Network Attached Storage and EMC), providing resilience and archiving flexibility for long term online access to calls. By using database replication and mirroring, identical copies of the calls can be stored in two locations. This enables organisations to meet business continuity requirements.

**Tamper-proof recordings** - CyberTech Pro uses the market's first 256 bit Rijndael AES audio encryption which, coupled with MD5 fingerprinting, secures the audio files against unauthorised replay, alteration or editing. This ensures that all CyberTech recordings can be used as admissible evidence in a court of law.

## INTEGRATIONS

**D-channel decoding** - Recorded calls can be tagged with additional information without requiring CTI integration. CyberTech's unique digital decoding interfaces enable recorded conversations to be automatically tagged with data such as call type, dialled number and calling party number. An additional 20 user defined information fields can also be added and used for rapid call retrieval.

**CTI integrations** – For adding additional call data or active VoIP recording, flexible CTI integration with all major PBX types is available.

**Recorder API and SDK** – System Integrators can make use of the Recorder API and Software Development Kit for developing integrations with the CyberTech Recording solutions.

## APPLICATIONS

Optional applications such as QM Evaluations, Incident Replay and Last Call Replay are available. *A license for 2 agents QM Evaluation is included free with every installation.*

## MYRACLE & PRO

CyberTech Recording Solutions are available in two versions: the entry level stand-alone product CyberTech **Myracle** for 4 to max. 64 input channels and the CyberTech **Pro**, the extended version as a server/satellite configuration with unlimited numbers of input channels.