

Call Recording

Flexible call recording with intelligence



Call recording used to be an application that only large organisations had but not anymore. Many businesses need to record the calls they have whether it's for compliance, security, to help improve staff training or for quality monitoring.

Connexions ensure you have an application that suits your needs; i.e. enables you to do what you want to do with the conversations and can access them how you want to. Connexions Call Recording provides you with powerful capabilities hosted in the cloud.

Cloud Call Recording that is Simple and Secure

Connexions Call Recording is quick to set up and with just a few clicks makes it easy to configure and easily record inbound and outbound calls. Just simply select which numbers and/or SIP Trunks you want to record and away you go.

Securely hosted and stored in the cloud, all call recordings can be downloaded directly for review and playback from the portal. Our synchronisation feature means calls can also be retrieved locally. With the ability to set permissions policies, those with access can retrieve recordings at all times.

Features at a Glance

- Intuitive configuration for outbound & inbound call recording
- Various filter options for call management
- Download individual calls or listen to calls on the portal
- Manage call recording access to other users and to customers
- Restrict access to calls via permissions system
- Call storage in the cloud
- Synchronise call recordings locally for offline storage
- Manage the lifespan of call recordings through a comprehensive lifecycle configuration
- Allows you to directly login to portal and view calls
- iOS app easy access for when you need it

CALL RECORDING



Seamless recording with all Connexions SIP Trunk products



Simple & quick set up - be up and running in minutes



Manage call recording for all your customers at a click of a button



Vary the lifecycle of your DDIs/SIP Trunks per customer

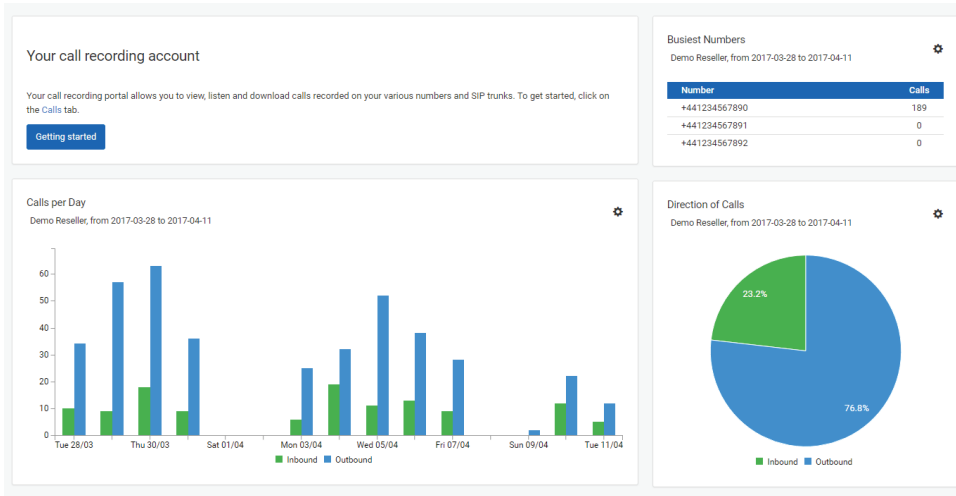


Call storage in the cloud



No fixed costs - only pay for what you use

Instant Access, Anytime From Anywhere



- Simple, easy to use web-based portal for instant call recording, management & retrieval
- Analyse, control and monitor inbound and outbound calls
- Reporting tools & dashboard functionality gives an accurate view of your operation
- iOS APP – access via any device when you need it

The Connexions cloud call recording is a pay-as-you-go service with no hardware required. It's quick and easy for customers to set up and configure which DDI's and/or SIP Trunks to record calls - there's no waiting or implementation needed. Be up and running with efficient archiving in a few minutes.

Manage the call recordings including how long you keep the calls on a per SIP Trunk/number basis.

Secure Storage & Protected Playback

Simple & Easy

- Various filter options by DDI, SIP Trunk, date range, call direction
- Listen to calls on the portal
- Bulk or individual call download
- Protect data and maintain regulatory compliance
- Restrict access to calls via permissions system
- Create expiry policies to determine duration of call storage

Filter ▼

Date: to

Number:

Trunk:

Status: Active Deleted

Direction: Inbound Outbound

Recorded calls Show: 15

Caller Line Identity	Dialled Number	Time	Duration	Status	
↑ +441234567890	+441234567890	12:09:21	00:02:14	ACTIVE	▶ ↓
↑ +441234567891	+441234567891	11:30:45	00:00:50	ACTIVE	▶ ↓
↑ +441234567892	+441234567892	11:08:25	00:00:08	ACTIVE	▶ ↓
↓ +441234567893	+441234567893	10:57:05	00:00:47	ACTIVE	▶ ↓

Connexions Call Recording captures and stores calls securely to protect and comply with FCA regulations. Plus, with permission policies, recordings can be kept on restricted playback with access permitted to authorised users only. Recordings are compressed (MP3) for storage.

A blurred city street at dusk, with a red double-decker bus in motion in the foreground. The buildings on either side are illuminated, and the sky is a deep blue.

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