ESI Recording Manager

for ESI Communications Servers and IP Server 900 Systems

ESI Recording Manager takes audio call logs and system call activities to new heights. Easily organize all of your call recording with this next-generation media management application. With unparalleled speed and a robust design, ESI Recording Manager has been developed to improve the overall performance of your business' call handling needs. Whether your business is small, medium, or enterprise-level, ESI Recording Manager delivers the best performance in capturing, storing and analyzing call data.

Audio Call Logging

Automatic recordings of incoming and outgoing calls are a valuable resource when managing interactions with customers. This application allows authorized users visibility into how personnel are handling calls with customers, storing and analyzing valuable call recordings for documentation purposes.

Improved Administrative Efficiency

Improve efficiency with multiple administration access capabilities. If needed, set access privileges to have several PCs with access to call logs to ensure only the right personnel can access important recordings.

Increase productivity with the enhanced archiving features that gives users the ability to schedule archiving, view archiving history, and pause/resume archiving at any time. By taking advantage of the application's multi-tasking capabilities, users can search, save or email call logs while archiving.

Security Capabilities

Most companies have important recordings that need to remain private and confidential, and the application's encryption capabilities ensure the ease of security.

Features

- Fast & responsive search engine
- Support multiple remote sites/ASC cards
- Fast-loading user interface
- Customizable search parameters

Benefits

- Improve customer satisfaction
- Liability protection
- Improve corporate governance
- Reduce risk management
- Streamline dispute resolution
- Ensure adherence to policies and procedures

ESI Recording Manager is easy to use and manage:

Simplify management of recordings with an intuitive user interface and multi-tasking capabilities!

ESI Screen Capture add-on:

Need to monitor screen activity during a call? Add *ESI Screen Capture* to record and manage a PC user's screen activity.

Part Number #0455-0034 Rev. A