



Call recording for every business

recordx



ideas that change everything

oak 
innovation

RecordX

...smarter ways to do business

Happier customers, higher sales, better business security: RecordX helps you drive the changes that matter most.

Comprehensive call recording

RecordX provides the call information you need to make a real difference to your business. Every phone conversation is recorded and securely stored for quick and easy retrieval. You can use recordings to evaluate and improve service and sales techniques, to check customer contracts and requirements, or as evidence in case of disputes over the phone. In short, you can tick all the boxes.

RecordX helps you meet FCA and MiFID II guidelines, includes options for PCI DSS compliance regarding card transactions, and delivers enhanced data protection through the GDPR Advanced Feature Pack.

Take the guesswork out of communications management

1. **Record calls** from analogue trunks, SIP, ISDN2, ISDN30, VoIP and from extensions.
2. **Monitor and improve call handling** using playback and call evaluation.*
3. **Protect your business integrity and client relationships** with tamperproof evidence of who said what in case of disputes.
4. **Exhibit a professional commitment to customers** whilst deterring fraudsters, by informing callers that all calls are recorded when they dial in.
5. **Demonstrate compliance** with FCA, GDPR, PCI DSS, and MiFID II regulations.
6. **Playback calls** to confirm customer requirements such as order quantities and values.
7. **Match call recordings to extensions**, so you can know where the calls are going and who handles them.**
8. **Integrate RecordX easily alongside your current phone system**, and add on components such as call reporting or CRM integration.

* Call Evaluation only available in Enterprise Edition, or as a cost option in Premium Edition. **Extension matching available in Premium and Enterprise Edition only



Mark, store, search and retrieve calls using a selection of filters.

Date & Time	From	To	Participants	Duration	Tags	Completion
Wed 01 Feb 17, 11:37:39 AM	01202 607004	603321	Paul Jones (108)	00:00:45		
Wed 01 Feb 17, 11:25:30 AM	01202 607004	603321	Jens Per (103)	00:01:09		
Tue 31 Jan 17, 10:41:53 AM	01202 607070	603321	Ryan Michaels (105)	00:00:16		
Wed 25 Jan 17, 03:32:54 PM	01202 607012	603321	James Williams (107)	00:00:04		
Wed 25 Jan 17, 01:36:11 PM	01202 607004	603321	James Williams (107)	00:00:02		
Tue 24 Jan 17, 02:33:14 PM	01202 607004	603321	Mark Walters (102)	00:01:17	Mobile Phone Sale	Vodafone
Tue 24 Jan 17, 02:32:35 PM	01202 607004	603321	James Williams (107)	00:00:32		
Fri 20 Jan 17, 04:11:28 PM	01202 607019	603321	Jeremy Roberts (104)	00:00:38	Mobile Phone Sale	Vodafone
Thu 19 Jan 17, 10:16:26 AM	01202 607034	603321	Jens Per (103)	00:00:46	Mobile Phone Sale	Vodafone
Tue 17 Jan 17, 04:28:14 PM	01202 607004	603321	Sales Demo (101)	00:00:04		
Tue 17 Jan 17, 04:28:01 PM	01202 607014	603321	Laura Rees (106)	00:00:04		
Tue 17 Jan 17, 12:44:31 PM	01202 607018	603321	Mark Walters (102)	00:00:13		
Mon 16 Jan 17, 02:11:32 PM	01202 607004	603321	Laura Rees (106)	00:00:22	Mobile Phone Sale	Vodafone
Mon 16 Jan 17, 12:35:08 PM	01202 607015	603321	Ryan Michaels (105)	00:01:08	Mobile Phone Sale	
Thu 12 Jan 17, 11:17:11 AM	01202 607004	603321	Ryan Michaels (105)	00:00:05	Mobile Phone Sale	Vodafone

Simple, powerful playlist management.

Get a grip on performance.

RecordX Call Evaluation* helps you assess performance to make sure your team are giving their best.

Monitor progress

Individual and team targets can be supported by using pre-populated questionnaires to evaluate performance on a specific task or as an ongoing measure of progress.

Identify training needs

Assessments can help flag up any training needs to improve technique or in response to identified trends in customer interactions.

Support your team

Playlists of exemplary call recordings can be collated and used to provide training in different areas.

Software you can trust.

Oak have been designing and developing call recording and reporting products since 1987, combining innovation with intuitive design for clever solutions that anyone can use.

RecordX is part of Oak's best-selling 'X' Series of 'ready-to-go' products, already used by tens of thousands of businesses across the UK. It integrates seamlessly with any phone system, as well as any of Oak's call reporting and integration tools.

Oak can also provide a Software Development Kit (SDK) to enable your engineers to integrate RecordX with your other systems. This can add functionality, such as PCI compliant stop/start commands from third party software, or enable recordings to be accessed through CRMs, websites etc.

RecordX comes with your choice of service package, so you can be sure we'll be there when you need us most: online, on site and on the phone. We'll make sure that your system works perfectly for you, and that you benefit from any future updates.

* Call Evaluation only available in Enterprise Edition, or as a cost option in Premium Edition.



Call recording for every business

Your solution; your choice

RecordX is available in Standard, Premium and Enterprise Editions, so you can choose the right options for your budget and requirements.

Options	Standard	Premium	Enterprise	Options	Standard	Premium	Enterprise
STORE & ARCHIVE CALLS				PLAY CALLS WITH ADVANCED MEDIA PLAYER			
Automated secure archive	✓	✓	✓	Review multiple calls at the same time	✓	✓	✓
Record trunks (All extensions)*	USB	USB	PCIe	Review whole or part of a call	✓	✓	✓
PRI(ISDN30)/DASS2/SIP	Up to 30	Up to 30	Up to 480	Speed up or slow down playback	✓	✓	✓
BRI(ISDN2)	Up to 16	Up to 16	Up to 64	Extract all or part of call to WAV	✓	✓	✓
Analogue	Up to 8	Up to 8	Up to 64	Email call extract to client	✓	✓	✓
*All licenses are purchased specific to the recording interface required. A change of interface will incur a charge.				Place markers in call & add labels	✓	✓	✓
Selective recording/deletion	✗	✓	✓	Add searchable notes to call	✓	✓	✓
RECORD INDIVIDUAL EXTENSIONS				Mask out section of call when exporting	✓	✓	✓
Digital	✗	Up to 16	Up to 64	View audit trails	✓	✓	✓
Analogue	✗	Up to 8	Up to 64	View and listen to calls live	✓	✓	✓
VoIP/IP	✗	Up to 100	Up to 480	Evaluate calls using Record Evaluation	✗	✓	✓
SEARCH FOR CALLS				INTEGRATION			
Notes	✓	✓	✓	D channel (CLI/DDI)	✓	✓	✓
Date, time, duration, CLI, DDI	✓	✓	✓	SMDR/extension	✗	✓	✓
Dialled number, direction	✓	✓	✓	CTI/CRM/database using Record SDK	✗	✓	✓
Add & search flags	✓	✓	✓	SECURITY			
Extension	✗	✓	✓	FCA compliant	✓	✓	✓
Department (when used with Report)	✗	✓	✓	Calls encrypted & tamper proof using 256bit AES	✓	✓	✓
CRM and customer fields (requires SDK)	✗	✓	✓	User defined security policies	✓	✓	✓
				Listen to own/department calls only	✗	✓	✓
				PCI DSS compliant options	✗	✓	✓

ICT NETWORK SYSTEMS INC.

10-110 Pony Drive, Newmarket, Ontario, L3Y 7B6, Canada

P. +1 (647) 951-4411 E. ictnet@ictnetworksystems.ca

W. www.ictnetworksystems.ca

Oak products are available from accredited resellers within the UK and internationally.