MiVoice Call Recording Product Fact Sheet

MiVoice Call Recording personal voice documentation and collaboration software utilizes patent-pending Mitel Portable Voice Document (PVD™) technology to create digital media documents from business telephone calls, making them available to organize, retrieve, playback, annotate and share as needed. It provides company-wide control over risk management, quality assurance, customer retention, dispute resolution and other critical business concerns.

⋈ Mitel®

Powering connections

System Compatibility

MiContact Center Quality Management is compatible with business communication systems from:

- Avaya
- Mitel
- Toshiba
- ShoreTel
- And many other standards-based IP and legacy TDM systems

Application Compatibility

A free, Web Services Application Programming Interface (API) is included with Talkument, enabling integrations with commonly used business applications including:

- Microsoft Outlook
- Salesforce.com
- Microsoft Dynamics CRM
- Microsoft SharePoint

Features & Benefits

The MiVoice Call Recording solution allows knowledge workers throughout the organization to leverage call recordings in support of business documentation, dispute resolution, litigation defense, project management and other important business considerations. MiVoice Call Recording delivers a highly-affordable, easy-to-use and feature-rich call recording solution, its features and benefits include:

Secure Call Recording Reviewing and Sharing: Patent-pending Mitel Portable Voice Document (PVD™) technology provides a secure means of reviewing, sharing and adding notes to call recordings.

Intuitive, Easy-to-Navigate User Interface: MiVoice Call Recording intuitive user interface with call visualization displays all activity that occurred during a call and the Outlook©-style folder structure streamlines recording organization and retrieval.

Highlighting and Annotation Functionality: Ability to highlight and annotate select portions of a call recording streamlines sharing and collaboration.

Selective Call Recording: Only desired extensions are monitored, dispelling employee apprehension and adequately addressing any unique privacy protection concerns.

Flexible Connectivity Options: Connect via IP station side, trunk side, digital station side and VOX recording.

Active Directory Integration: This feature creates a single point of administration, allowing a to retrieve user account credentials and groups from Active Directory.

Microsoft .NET Framework: One-click installation and upgrade technology for faster, simpler deployment.

Unlimited User Licensing: An unlimited user license for MiVoice Call Recording is included with every Mitel call recording system.

Deployment Flexibility & Scalability

Mitel provides a wide range of options for deploying its software solutions, enabling organizations to choose the approach that best meets their unique business requirements.

Options include:

Integrated Hardware and Software Solution: MiVoice Call Recording software is provided via a turn-key, fully-integrated hardware platform. The Mitel Recording Appliance is a single, rack-mountable 1U platform capable of interfacing with up to two digital trunk circuits or up to 100 IP endpoints. It can support up to 56,000 hours of recording storage.

Software-Only Solution: MiVoice Call Recording software can be delivered on a per-port, per-application basis to address IP recording needs. Customers can deploy the software via a hardware platform of their choosing that meets Mitel's suggested minimum requirements.

Virtualization: The flexibility and affordability of MiVoice Call Recording and Quality Management software solutions is further supported by their VMware Ready-certified ability to interoperate seamlessly within a virtual infrastructure. Virtualization enables organizations to maximize their existing infrastructure resources and reduce datacenter costs, improve business continuity and gain operational flexibility to meet changing business needs.