



# Never miss a detail

Help your customers and protect your staff  
with our flexible voice recording options



## It's all in the details

Call recording is a great way to improve your business, whatever its size. And we can help find the perfect choice for you. Whether you want to record calls locally on your PC. Or catalogue thousands of hours of audio in a searchable, secure place.

### With voice recording from BT, you can:

**Resolve misunderstandings** – by playing back calls, you can establish exactly what was said and agreed, avoiding customer disputes.

**Protect your staff** – when callers know they're being recorded, they are less likely to be rude and abusive.

**Train your staff** – use real-life calls to help your staff get better at what they do.

**Meet industry standards** – we have systems that comply with PCI and industry requirements.

**Scale your connection** – from analogue to digital, we offer a range of recording methods and connections. Plus Android and iOS mobile apps to record all kinds of calls.

**Stay up and running** – we've got a range of back up redundancy and resilience systems. So business doesn't have to stop.

**Get expert advice** – we'll be with you every step of the way, so you only have to deal with one supplier from installation to training. We've got your back from start to finish.

**Maintain your system** – choose from three and five year maintenance options on all the systems we supply and install and we'll be here to help.





## Voice recording, for every type of business

### **Solo Voice Recording**

This affordable option offers quick, easy access to call recordings from individual team members. So it's perfect for ad hoc recording.

### **Lite Voice Recording**

If you want to store voice recordings on a PC in your office, but let other users access them remotely, you need Lite Voice Recording. If you like, you can upgrade to an off-line and off-site storage option, so recordings are always safe and accessible.

### **Enterprise Voice Recording**

The Enterprise Voice Recorder is ideal for the biggest businesses. It can even grow as you do. You can store thousands of hours of recordings, and there's options to archive them onto DVD or any network device if you need to.

You'll get password protection, powerful call filters, live monitoring and more. And it supports web services so it can work with your databases and applications. If you need more hands-on help, our experts can tweak existing software to your needs. We can even create new apps for you.

Need even more functionality? There are plenty of upgrade options, too, like mobile voice recordings and management reports.

## Features at a glance

Here's a handy table to break down the main features and help you choose the right system for your business. Not sure which is right for you? We're always on hand to help.

	Solo VR	Lite VR	Enterprise VR
Records individual analogue, digital and IP extensions.	✓		
Connects to customer supplied PC via USB or LAN.	✓	✓	
Supports stop and re-start via desktop client.	✓	✓	✓
Records customers analogue, ISDN and SIP line / trunks.		✓	✓
Allows search and playback of calls via network PC.		✓	✓
Allows search of calls via extension numbers.		✓	✓
Allows calls from multiple sites to be stored centrally.		✓	✓
Support onsite and offsite archiving of calls.		✓	✓
Supports quality monitoring agent evaluation and screen capture.			✓
Supports recording of Android and iOS smartphone calls via BT Mobile Record app.			✓
Supports real time monitoring and system administrator notification via email.			✓
Supports integration to users CRM database via web services API.			✓
Supports connection and recording of Avaya and Mitel IP extensions.			✓
Supports system redundancy and resilience.			✓

✓ Via upgrade module    ✓ Does not include analogue/digital extensions

To find out more go to [business.bt.com/products/business-phone-systems/on-premises](https://business.bt.com/products/business-phone-systems/on-premises)

### Offices worldwide

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