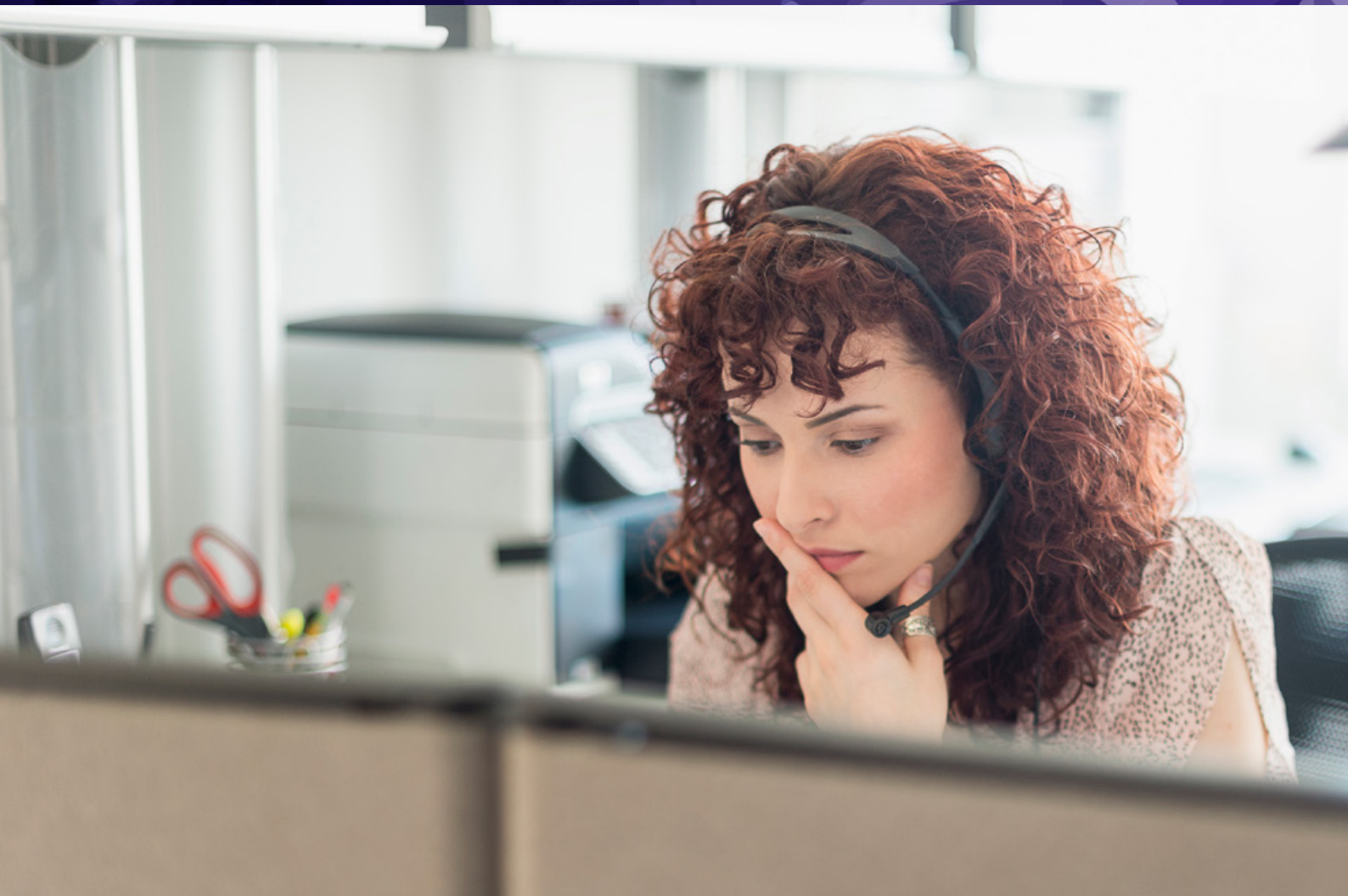


# Flexible voice recording solutions from BT.

Designed to help improve customer service and protect your staff and business.



- BT Solo Voice recording.
- BT Lite Voice Recording.
- BT Enterprise Voice Recording.



## Solutions for businesses of all sizes.

Whether it's to help train staff or prevent misunderstandings or disputes with customers, businesses of all sizes can benefit from recording calls to help clearly determine what was said and by whom.

### How can voice recording help you?

**Query and dispute resolution** – BT Voice Recording lets you playback calls so you can establish exactly what was said and agreed, saving time and unnecessary customer disputes.

**Protects staff** – callers are less likely to be rude and abusive when they know calls are being recorded.

**Training** – listening back to calls can be a great way to train new staff.

**Compliance** – we have voice recording solutions that comply with PCI and industry requirements.

**Scalable connection** – we offer a range of analogue, digital and IP extension recording methods, Analogue, ISDN and SIP Line / Trunk connection, plus Android and IOS mobile smartphone recording methods to cater for all business requirements.

**Scalable resilience and redundancy** – we can offer a range of back up redundancy and resilience solutions to keep you up and running.

**One stop solution** – have peace of mind with an end to end solution from one supplier, from installation to training, we will be there from start to finish.

**Maintenance** – choose from three and five year maintenance options on all BT supplied and installed systems.

We offer three voice recording solutions so there's something to suit everyone.

### 1. BT Solo Voice Recording.

BT Solo Voice Recording is a cost effective method of recording calls from individual users' extensions and handsets. It's primarily designed for ad hoc recording and connects to a users Analogue, Digital or IP extension, recording calls locally onto their PC via a USB or LAN Cable. Call search, playback and simple call control are all available via the BT Solo desktop, and is user or BT installed as required.



### 2. BT Lite Voice Recording.

BT Lite Voice Recording connects to BT Analogue, ISDN2 and ISDN30 lines and SIP Trunk. It comprises a USB line interface unit and software that connects to your PC, giving centralised recording that can be accessed by authorised users. There's also a call matching module so you can search via individual users' extensions, a stop and restart handset option as well as an off-line and off-site storage upgrade option.



### 3. BT Enterprise Voice Recording.

The BT Enterprise Voice Recorder suite of products and services are designed for businesses that need and rely on voice recording to manage their business. The suite comprises a core recording facility where thousands of hours of recordings are held on redundant and RAID configured hard drives, with the ability to archive onto DVD or any network device as required.

As well as supporting connection to PSTN and IP lines and extensions, the core Enterprise Voice Recording software offers:

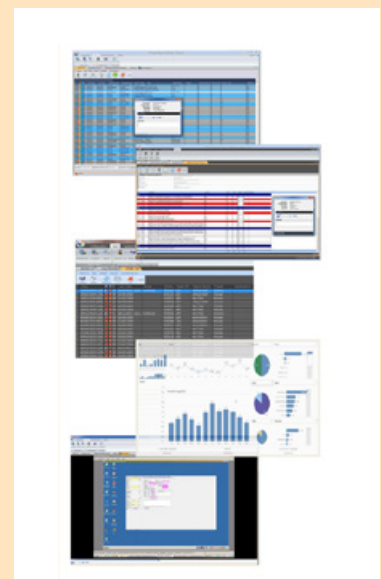
- Password protection.
- A comprehensive call filter.
- Search facility.
- User access profiles
- Live monitoring.
- Call matching.
- Email of recordings.
- Real time monitoring system that notifies BT / System administrator when a monitored parameter is detected out of tolerance.

The BT Enterprise Voice Recording suite also offers many upgrade options, including:

- Mobile call recording.
- The ability to capture a users activity on screen.
- A quality monitoring module.
- A compliance module so you can meet PCI regulations
- Management reports.
- Centralised storage.
- Call centre applications.

It also supports web services that allow the product to integrate with your databases and applications.

And, the BT Enterprise Voice Recording development team are able to amend existing software to tailor it for your applications or create new ones if needed.



## Features at a glance.

To help you choose a system that is best, we've included the handy table below, making it easier to compare the main features of BT's entry level and more advanced solutions.

	BT Solo VR	BT Lite VR	BT 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.

Offices Worldwide.

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