



Echo

The secure, scalable platform for recording VOIP and ISDN phone calls

Fully integrates with **TIM Plus**[®] and **TIM Enterprise**[®]



Tri-Line

Know
your calls

Overview

Echo brings secure, fully-integrated audio recording capabilities to TIM Plus® and TIM Enterprise® for both VOIP and ISDN calls

Echo is an add-on product that brings call recording to your existing TIM Plus® or TIM Enterprise® call logger.

It captures live VoIP traffic from your network and/or connects to our physical ISDN/analogue hardware devices to transform your TIM Plus or TIM Enterprise product into a fully-integrated, secure voice recording platform to monitor all types of phone call.



With Echo installed, you'll be able to listen to a phone call wherever you see one in any of your call reports, using the exact same web interface you're already familiar with.

Secure

All calls are securely encrypted using industry-standard 256-bit cryptography and are compressed by up to 90% of their original size.

Other features include: individual user matching, quick call searching, call audit trails, note-adding and call scoring.

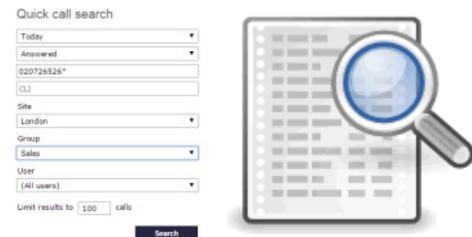
Individual users or groups can be excluded from logging and/or recording, according to your organisation's privacy policy.

A simple, open web API is freely available to integrate your call recordings with third-party systems, and to enable other features such as selective call masking for PCI-DSS compliance, where parts of a phone call can be blanked out.

Echo is a scalable system whereby each site can work autonomously, keeping audio data locally where necessary, to save cross-network bandwidth.

Quick call search

You can search for calls instantly from your browser for immediate playback; no additional client software is required.



Echo enables **single-click searching** on any combination of call details such as date & time, dialled number, caller ID, or individual user, because it integrates with your call logger's existing search capabilities.

Easy listening

When you've found a call, just click to play it, add a note, or find related calls.



By adding scorecards to specific users or groups of users, calls to those users can be rated, scored and annotated based on your own performance criteria requirements.

The in-built call scoring reports give department managers the power to assess how their teams are performing, based on their own unique criteria.

Advanced reporting

Simply by adding Echo to your existing TIM Plus or TIM Enterprise call logger, you immediately gain the powerful ability to listen to the audio of a call wherever you see one, all through your call logger's existing browser interface.

Features

Echo fully integrates voice recording into your call logger, bringing the best features of both products into one, unified solution

Rapid call searching

The existing call searching capabilities built into your TIM Plus or TIM Enterprise product mean you can already find calls quickly and easily, using the search tool or by drilling down into your call reports.

With Echo, you'll now be able to listen to those calls, too, and unlock other features to turn your call logger into a truly integrated call analysis tool.

Call scoring

Create your own 'score cards' to evaluate each phone call and gain valuable insight into both the performance of your users and the nature of your calls.

Score cards can be applied to all calls or only those concerning specific users or groups, and can consist of different types of questions:

- ✎ Yes/No answers
- ✎ Range answers, e.g. 1-10
- ✎ Multiple-choice answers

A call scoring report provides a comprehensive analysis of your scored calls, allowing you to quickly and easily evaluate the answers to your scored calls.



All "Yes/No", "Range" or "Multiple Choice" questions are summarised in a clear, easy-to-understand format. Each question is shown separately and grouped into their respective categories.

Share call notes

Store written notes against calls to provide call review and assessment for training purposes, which you can share with colleagues and managers.

Annotated calls are recognisable by a simple note icon so you can quickly see which calls have been reviewed and which haven't.

Secure access

Your call logger already controls access to calls by site, team or individual. These restrictions naturally apply to your voice recordings, too.

Auditing

With call auditing, you can see exactly who listened to a call and when.

Regulatory compliance

As well as the in-built encryption and multi-level access features, Echo can mask out sensitive parts of your phone calls - both VOIP and ISDN - for compliance reasons.

This is usually needed for activities such as taking credit card details or exchanging other sensitive information with callers and helps your organisation meet industry standards such as PCI-DSS, MiFID II and general data protection regulations (GDPR).

Calls can be masked in a number of ways using any of our built-in features or free tools:

Browser plugin

Your browser automatically notifies Echo when an agent visits and leaves certain pages, such as card entry pages, so the phone call can be masked between those times.

Desktop app

A small Windows desktop app on each agent's computer can control when Echo stops and starts call masking for the current call.

DTMF keypad masking

For compatibility where integration isn't possible, Echo can detect agent key presses on their phone handset, and either stop or start recording.

Programmable web API

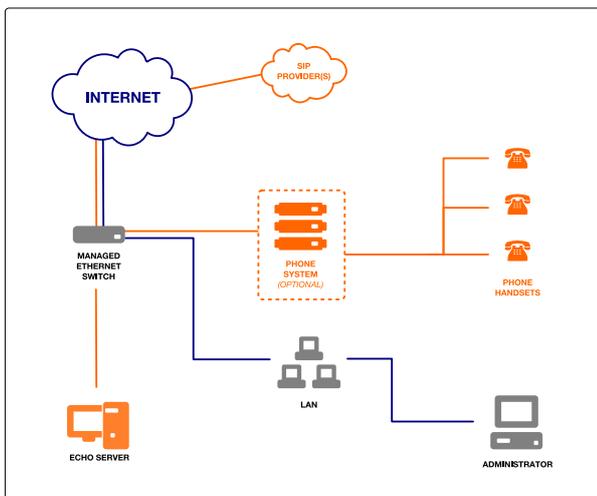
Echo includes a web-accessible API for where you have your own development team, they can integrate your own back-end systems to activate and deactivate call masking. The API also lets your access your voice recordings from your own systems.

How does it work?

Designed for rapid deployment to any type of site - small or large - spanning multiple locations with any mix of VOIP or ISDN calls

VOIP recording

For SIP or Cisco SCCP ("Skinny") call recordings, no special hardware is needed. Just set your managed Ethernet switch to mirror your VOIP traffic to an Echo server and all calls will be collected then magically reconciled with call records for complete integration with your call logger.



Traditional phone lines

For traditional ISDN and analogue phone calls, you'll need a *Magic Box* device that physically taps in to your incoming lines.

A Magic Box is a self-contained unit about the size of a portable USB hard drive and can easily be tucked away into your existing racking systems.

Multiple devices can be connected to a single PC or, in very high density installations, PCI or PCI-Express expansion cards can be layered inside the computer.

All calls - whether VOIP or ISDN - are highly compressed, with a 5-minute phone call taking up as little as 200KB on disk, and all calls are fully encrypted using industry-standard 256-bit (or better) cryptography.

ISDN & analogue hardware

For traditional phone lines, you'll need one of our line-tap devices known as a *Magic Box*:

The Magic Box is roughly the same size as an external USB hard drive and one box can monitor up to 60 channels of PRI ISDN, up to 8 channels of ISDN2, or up to 8 channels of analogue (POTS) lines. Up to two boxes can be connected to one host PC.

Technical requirements

Storage capacity is limited only by hard disk space and is roughly as follows:

- 250 GB = 100,000 channel hours
- 500 GB = 200,000 channel hours
- 700 GB = 300,000 channel hours
- 1 TB = 400,000 channel hours

Operating systems

Echo works on all Windows editions, from 10/Server 2012 up to the latest versions.

Power requirements

The unit is powered by its USB connection so doesn't require an external adaptor.

Inputs

Standard analogue line (POTS), basic rate (BRI) and primary rate (PRI) ISDN inputs. All connections are by RJ45 sockets at the rear so can easily integrate with your CAT-5 cabling.



For higher densities, PCI or PCI-Express form factor expansion cards can be used in a single host PC to provide up to 240 channels of ISDN. Networked PCs can be interconnected for very large scale call recording.



Why use call recording?

Lead by example

Instead of telling staff how you want calls handled, play an example of a call that was handled well. Our powerful directory based interface can be configured to allow staff to listen to their own calls so they can hear for themselves when they are failing to deliver clear, concise information

Resolve disputes

A call recording can help reinforce verbal contracts, making it easy to resolve disputes, protect your reputation and avoid costly legal proceedings.

Clarify misunderstandings

Play back a call to clarify any misunderstanding that may have arisen. Alternatively play back to retrieve phone numbers, post codes or indeed any vital information that may have been scribbled down wrong.

Protection

Protect your staff from abusive or threatening behaviour by informing all callers that calls will be recorded.

Create a knowledge base

By storing and maybe even allowing employees access to important or informative calls. This is particularly useful when training new employees.

Make training easy and fun

Pick the good calls and show people how easy it is to do the job well. Use your own phone system to do 'mock' calls and show them what you mean by a bad call.

Raise standards

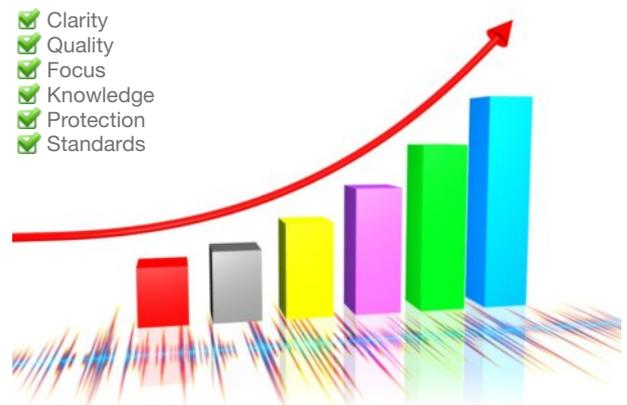
When staff know their calls are being recorded, they are unlikely to provide a sloppy or offhand service. And this means happier clients.

Understand your business

Sometimes it is hard when running a business to be aware of what is done and said at every level in your organisation. By recording calls, you can do simple spot checks at any time to hear for yourself what your customers experience on a daily basis.

Check first

If an odd call appears on your call logging report, e.g. a long overseas call, you can listen to it and check whether it is legitimate before taking your employee to task over why it was made.



Download a free trial today

Speak to your vendor to arrange a free full trial of the software on your own phone system(s).

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