

RECORD YOUR CALL CENTRE ON A GFC-FRIENDLY BUDGET

"UR™ USES 90% LESS STORAGE, HAS LOW OWNERSHIP COSTS,
INCLUDES RICHER FEATURES, AND IT'S VERY DEPENDABLE."



Government-grade (AES 256)
secure call archiving.

Fully audit-able call recording

Synchronised screen capture.

Deep analytics for workforce
optimisation.

Call agent monitoring.

Integrated contact manager.

Links with most modern CRM
systems.

Exports marketing campaign
statistics.

Works with VOIP and
traditional PABX.

Rack-mounted appliance-grade
server.

Fault-tolerant storage system.

Scalable from 1 to 120
channels and up to 4TB of
storage.

Leverage your existing storage
infrastructure.

Access reports and charts
from your web browser.

Built-in call review and search
engine.

A budget-friendly price tag for
small, medium and large call
centres.

Capture the voice calls and computer screens of your service agents, sales and marketing teams.

Meeting compliance

Corporate best practice and
legislation mandate that you
safeguard the privacy of your
clients and conduct due
diligence in retaining your
data.

Rock-solid reliability

Each UR™ appliance is built
to exacting standards using
Australian engineered
hardware and software.

We built our first version back
in 2004 to service a large,
demanding call centre client.
It's still running faultlessly
today.

Built for clients like you

Our UR™ range has been
built from the ground up in
collaboration with our
customers and partners.

Our Customers are delighted
with their results and we enjoy
supporting them.

Voice and screen capture

UR™ can be used in any
environment requiring call
recording and/or screen
captures.

Of course, you can choose
which agents and which phone
lines are monitored - and when
and under what conditions.

Inbound or outbound

UR is equally at home in an
inbound or outbound call
centre.

As long as you need to record
calls for quality assurance,
workforce optimisation and/or
compliance - then UR™ is an
ideal fit.

Who uses UR?

UR™ clients include local
government, small businesses,
call centres, public sector and
enterprise - from not-for-
profits to financial services
firms.



We've been running UR since December 2004 - I cannot recall a single day that it let us down over the past 6 years.

Value for money

Our engineers have created sophisticated features that are only associated with much more expensive call logging platforms.

Call logging

As you'd expect, we provide high quality audio archiving for your voice calls.

Each call is tagged with rich information such as agent, extension, time/date, duration plus any other data that you require.

Compatibility

The UR™ works with VoIP, Analogue, ISDN (PRI), T1 and E1 lines. That covers nearly every modern phone system.

Screen capture

Our *SnapScreen* technology ensures that agent PC activity is captured accurately and efficiently. Only those screens that change are archived.

Screen captures are stored as a series of screenshots, which can be replayed as a movie.

Furthermore, we use advanced image processing to maintain the optimum balance of quality and storage space.

Search and retrieve

We record rich data about every call, handset and agent. We include custom fields so your agents can collect additional information. Of which can be located using the built-in search engine.

Legacy PBX

We integrate with legacy PBXs to harvest Station Messaging Detail Record (SMDR) or Call Detail Record (CDR) data.

SIP and VOIP

Every UR™ works with VoIP/ SIP based PBXs.

As you know, VOIP allows call agents to work from home and yet enjoy the full benefits of a modern PBX - and UR™ is there to monitor quality and help you maintain compliance.

Record
Optimise
Govern
Coach
Analyse
Improve



Modular scalability

The modular design of UR™ allows it to scale from a single user through to a large call centre or a distributed enterprise level organisation operating multiple sites in different geographical locations.

Encrypted privacy

UR™ uses banking-grade (AES-256) encryption to lock each and every recorded call and captured screen.

All archived calls remain encrypted - the only time they are decrypted is during playback. The privacy of you and your clients is assured.

Archive lifecycle

Every call is automatically recorded, furthermore as your calls age they can automatically migrate onto cheaper or backup storage - such as CD-ROM, DVD, USB drives or directly onto the corporate NAS (network attached storage).

Technical Specifications

- ✓ Self-contained appliance hardware
- ✓ High-performance INTEL CPU
- ✓ Records legacy PBX and VOIP
- ✓ Spare capacity in case you need to expand
- ✓ Fault-tolerant RAID storage
- ✓ AES-256 bit encryption
- ✓ 3 user levels - Managers, Supervisors & Agents
- ✓ Works with Windows, Mac and Linux PCs
- ✓ Robust voice logging and recording
- ✓ Cross-platform screen capture
- ✓ Real-time voice and image compression
- ✓ Custom database fields
- ✓ Deeply-integrated search engine
- ✓ Passively taps FXO, FXS, E1/T1 lines
- ✓ Records Station Messaging Detail Record (SMDR) and Call Detail Record (CDR)
- ✓ Marketing campaign tracking
- ✓ Data export to PDF, Excel and CSV

UR™ family



UR™ SMB can record up to 15 VOIP and analogue PABX calls simultaneously. Includes 500GB of secured storage.



UR™ 30 can record up to 30 VOIP and analogue PABX calls simultaneously. Includes 500GB of fault-tolerant storage.



UR™ 60 can record up to 60 simultaneous VOIP and 48 in-line (PABX) calls. Includes 1TB of fault-tolerant storage.



UR™ 120 can record up to 120 simultaneous VOIP and 96 in-line (PABX) calls. Includes 4TB of fault-tolerant storage.



UR™ 240 are dual-appliances that can record up to 240 simultaneous VOIP and PABX calls. Includes 4TB of fault-tolerant storage.



UR™ Virtual Appliance runs inside a VMware environment that embeds into your modern data centre.

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