



Call Rec Small Business is an instant call-to-email recording service for Simetric Mobile and PBX services that is simple and cost effective.

- Works directly on the network to immediately and automatically record all calls, without user intervention or circumvention.
- Recordings are made by DDI, not user, so are cost effective.
- Recordings are delivered by email to allow users to manage their own archives.

Small Business features

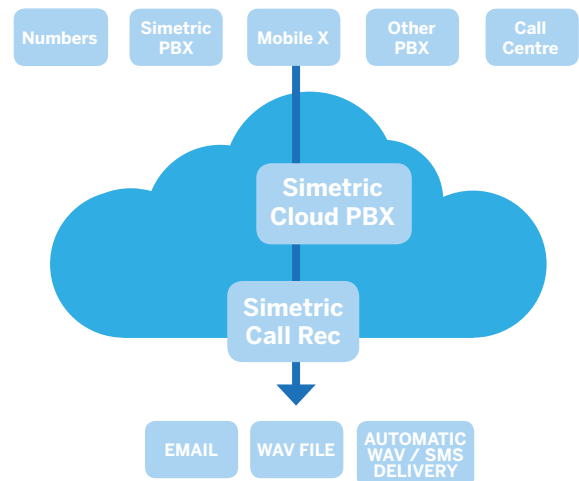
- Record all calls and SMS to and from PSTN
- Works with all numbers
- Recordings delivered by email
- Simple on or off configuration

Mobile Recording

- Network-based mobile recording
- Secure, robust, always-on
- Record all calls to and from PSTN
- Record or copy SMS to email
- No apps, no install, not by-passable
- Supports all mobile & ported numbers

Simple charging

- Per DDI per month



Call Rec Small Business works with



Connect Xpress
Business cloud PBX



Mobile-X
Mobile PBX and FMC



Call Centre
Inbound call management



Connect Enterprise
Advanced hosted PBX



Conference Xpress
Business conferencing



SIP Xpress
SIP Trunks and PBX overlay

Call Rec Small Business is ideal for

- Sales or support contact history
- Professional services information tracking
- Historical call audits
- Basic user/agent quality tracking
- Call archiving or local system integration
- Prospect sales tracking
- Essential sales contract and order tracking

Call Recording

Recordable DDIs	Geographic, mobile, non-geographic and international numbers are all recordable to and from PSTN, including hunt groups.	Recordable CLI must be presented for outbound. Internal short-code calls not recorded.
Forwarded calls	Recordable to and from PSTN.	Forwarded, or PBX-to-PBX, calls may be recorded as dual legs.
SIP	Recordable inbound and outbound.	Normally requires SIP Xpress SIP trunk, or SIP Connect for transit and MXI Interconnect customers.
Storage	None. Delivery by one-off email only to single address.	Online storage not available.
Format	Wav file, 8 bit stereo.	3 second minimum duration with no upper limit per call.

Mobile Recording

Voice	3 second minimum duration with no upper limit per call.	Recordable CLI must be presented for outbound. Internal short-code calls not recorded.
SMS	Standard and multi-part, by email copy delivery.	Charge per SMS. Requires separate configuration request.
Network support	Full 2G, 3G mobile coverage. UK Roaming. International roaming.	4G where available.
Device support	Any device using standard white-labelled Simetric Mobile-X SIM.	Any device using standard white-labelled Simetric Mobile-X SIM.

Management

User management	Create and modify users (per DDI) requires configuration request.	Charges are per DDI.
Stats and reports		
Web access		
SFTP integration		
Email access	On call completion by automated email, using standard SMTP.	Queued within 1 minute, delivered as soon as relays allow.
Secure archive		
Service levels	System uptime availability 99.9%.	

Compliance

Retention	Local user email retention.
Audit	Local user email history.
Secure access	Local user PC controls.
Secure access	Not available.

Security

All Simetric Telecom services are delivered from our resilient voice network that operates in dual secure data centres, with diverse network and carrier interconnect services. We use secure HTTPS for device management (SIP credentials are not revealed), encryption of SIP credentials during call setup and SSL encryption of management and control interfaces. Internally, our network uses concurrency and destination controls designed to reduce fraud exposure, though you remain responsible for all usage. We also have extensive real-time monitoring and alarm visibility across all of our network and services.