

NexLabs SMARTLogger

Call Recording System for IP Telephony



SMARTLogger is an IP based call logging system that is specially designed for Cisco Unified Communication Manager, CallManager Express and UC500 series. With SMARTLogger, all incoming and outgoing calls of monitored phone extensions will be recorded and stored in a server. The system can also be configured to allow a user to trigger on-demand recording from the Cisco IP Phones with the voice recording starting from the beginning of the call.

SMARTLogger NexLabs

Logged in: Administrator Login/Logout

Enter in your search criteria

Min Duration:

Max Duration:

Local Party:

Remote Party:

Start Date:

End Date:

Call Direction: Outgoing
 Incoming
 Both

Disk Info

Disk Space Free: 56.79 GB
Disk Usage: 0.19 MB

Refresh Search Delete Help

Time	Duration	Local Party	Direction	Remote Party	Action
<input type="checkbox"/> 2007-04-25 16:15:32.0		8 2007	→	2002	▶
<input type="checkbox"/> 2007-04-25 13:32:45.0		3 2007	←	2002	▶
<input type="checkbox"/> 2007-04-25 16:15:32.0		8 2007	→	2002	▶
<input type="checkbox"/> 2007-04-25 13:32:45.0		3 2007	←	2002	▶
<input type="checkbox"/> 2007-04-25 16:15:32.0		8 2007	→	2002	▶
<input type="checkbox"/> 2007-04-25 13:32:45.0		3 2007	←	2002	▶
<input type="checkbox"/> 2007-04-25 16:15:32.0		8 2007	→	2002	▶
<input type="checkbox"/> 2007-04-25 13:32:45.0		3 2007	←	2002	▶

Access Anywhere Securely

Administrators can easily log in to the password protected SMARTLogger server to manage the system and the recorded files from any desktop with an Internet browser. The web management also allows users to easily search and filter the required audio files and listen to the voice recording from any desktop.

Centralised Recording Access

In a distributed environment where a single CallManager cluster serves remote branches all requiring voice recording, SMARTLogger automatically consolidates recordings from each local installation into the main office site. This allows managers to search from a single interface, and makes backup a breeze.

Key Features

■ **Web-Based Technology**

Call recordings can be retrieved from anywhere at anytime with the right administration rights from an Internet browser. Flexible search filters allow calls to be located quickly.

■ **Automatic Recording**

Records all calls to and from a phone extension automatically.

■ **On-Demand Recording**

Individual phone can be configured with on demand recording which allows the user to flag calls in progress for recording by simply selecting a service option on the Cisco IP Phone. With passive recording, the call will be recorded from the beginning of the conversation even though the recording was triggered after the conversation has started.

■ **Unified Configuration**

Supports both Active and Passive Recording.

■ **Visual Playback**

On xml enabled Cisco IP Phones, users can view a list of recording, select and playback the recording directly on the phone without a PC. Visual Recording is also supported on wireless Cisco IP Phone 7925. With the wireless 7925 phones, mobile workers will be able to playback the voice recording anytime, anywhere.



■ **Access Control**

Authorized personnel such as call center supervisors can be configured to have the rights to manage users, review, delete or tag a voice recording from an easy-to-use web interface using any Internet browser without installing any software on the PC. SMARTLogger flexible access control policies allow an administrator the option to configure end users to have the rights to playback a recording but not the privilege to delete the recordings.

■ **Intelligent Storage Management**

SMARTLogger compresses the voice recordings for efficient storage. An hour of continuous recording consumes only about 7MB of hard disk storage. SMARTLogger administrator can specify rules to automatically delete voice recordings after a stipulated duration so that the storage remains optimum.

■ **High Availability.**

SMARTLogger can be configured to provide high availability with automatic fail over.

Supported Environments

- Cisco Unified CallManager 7 and above
- Internet Explorer 9 and above, Chrome, FireFox
- G.711, G.723, G.729 voice encoding *

* G.723 and G.729 encoding are optional.

Mininium Server

Requirements *

- Microsoft Windows Server 2008 Standard Edition SP3
- Intel® Xeon® 3GHz
- 4GB RAM
- 1TB Local Storage

* The above specifications are calculated for a dedicated server running this application. Kindly consult with your NexLabs Representative for the right configuration for a bundled NexLabs product suite.