



**Tx CONTACT**



**Tx RECORD**

**SIMPLE AND INTUITIVE 100% CALL RECORDING**

**FOR MICROSOFT LYNC, AVAYA AND FREESWITCH**

Call recording has become an area of high interest in present day businesses. Calls are recorded for a variety of reason including quality control, as well as for liability purposes. TxRecord is a customizable yet affordable call recording solution for all your recording requirements.

#### **FULLY CUSTOMIZED RECORDING**

TxRecord can be configured for 100% recording, as well on-demand recording. Calls can also be recorded according to specific criteria. For example, recording can be activated on a schedule, for a specific person, for a particular skill, or even at random.

#### **SEARCH AND STREAM RECORDINGS ON-DEMAND**

TxRecord stores various meta-data of the call (call time, date and caller ID) to enhance your documentation and allow you to search through recordings.

All recordings can be streamed, avoiding the need to download every time you need to listen. All files are stored in a variety of formats so you can play recording using standard media players (i.e. Windows Media Player, iTunes).

#### **CALL EVALUATION**

All recordings are available to be listened to and assessed through TxRecord. The listener can review the desired call and fill in a customized review form provided through the interface. The evaluation and scoring process of contact center agents can be done completely through the TxRecord interface.

#### **UNMATCHED SCALABILITY**

TxRecord's modular design allows you to add on any number of additional ports, transparently, and across multiple locations. These additions can be done quickly and without any downtime.

#### **REDUNDANCY AND FAULT TOLERANCE**

TxRecord is capable of uninterrupted recording even if it loses connectivity to the database or file servers for a prolonged time. Its fault tolerant architecture also ensures reliable file transfer and storage. TxRecord features specialized re-routing logic for seamless integration of multiple recording server devices.