

CARiNA

Multimedia Recording Solutions



DELIVERING EXCELLENCE THROUGH TECHNOLOGY



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TECHNOLOGIES

ComputerTel



“ **The Carina recording system is a versatile computer-based voice-recording solution , competitively positioned for the SME marketplace** ”

The Carina system has been developed to satisfy the needs of the modern organisation, who want to keep a permanent record of the spoken word, during telephone conversations.

- The Carina is designed to meet all types of requirements, ranging from the small office, or department, to large corporations. The product is extremely versatile and is usable in a number of diverse applications.
- A small stand alone office telephone recording solution.
- An extension-side recording solution for a small call centre, or large operation that wants to selectively record.
- A Trunk side recording solution for a medium to large Call Centre, where blanket recording is required.
- A geographically distributed network system where several local stations record calls and then forward the calls to a central voice-recording database.
- Transaction Linking to a Call Centre or CRM database is available on the Carina, subject to a CTI link to the PBX being available. The recordings can be cross referenced with client databases, to allow seamless record and data access.
- Screen recording, to capture data entry details and keyboard strokes, that can be used to encompass the entire agent activity, through a single playback unit.

Connectivity

The Carina supports a wide range of PBX's and telephony conventions. It allows for the creation of hybrid systems with recording over a combination of Digital, Analogue or IP phones. It can be set up to interface with almost any combination of recording inputs and media output requirements.

Triggering can also be set up, to record all calls or selected recordings, when CTI is enabled. Carina is fully tailor able, versatile and extremely flexible.



Search and Playback

Carina has a fast and easy to use search and playback interface with full software filtering for searching for particular callers, times, agents etc. Restricted playback rights can be set up depending on the level of user.

Multiple and Selective Archiving

Recordings can be written to multiple destinations - remote server / NAS , CD and DVD.

Selective archiving can be done according to filters set up on the recorder. For example, archives can be made per agent or team. For outsourcing this allows a separate archiving set per customer.

Central Storage

The Carina system enables multiple recorders to export relevant recordings, for storage and data management, to a central location. The recordings can be viewed as a complete system.

The Carina solution is totally scalable and can store data to SAN or NAS on-line storage systems, which means that months or even years of calls can be stored Online, located and replayed in seconds.

Call Tracing

The Carina provides a full audit trail of a call, Identifying each individual element and allowing the user to play the call in it's entirety or skip to each Individual section.



Carina is a feature-rich recording system offering much more than a logging solution.

Carina can integrate with a Quality Monitoring tool, to provide a total monitoring and verification device, suitable for any size enterprise & any size budget.

Reliability

Every system has built-in performance monitors and an advanced alarm system. The Carina can also notify users (or groups of users) via SMS or e-mail, about any failures and important system conditions.

Security

All recordings are encrypted to be tamper-proof and can only be accessed via playback stations.

Recordings can be extracted to a .wav format on your local machine. They can then be emailed.

Extensive user right options prevent unauthorised usage of companies recordings. This ensures that a user only has access to recordings, subject to the set up of their user name and password rights. A combination of access rights can also be created ranging from an agent having access to only their calls, a team leader having access to their individual team and supervisor overall access.

Fast, Efficient Maintenance

Web-based playback and administration eliminate the need for specialised desktop software to be loaded for authorised access and playback purposes.

Administration and Data are accessible anytime, anywhere through a secure unified view of the administration and playback windows.

Authorised users will be able to operate the system very quickly, following a basic coaching session.

Remote Diagnostic analysis is available, to ensure that the Carina can be maintained effectively in the shortest possible time frame.


Alarm notification is available via email and sms.

Carina is a single “drop in” unit and features all-inclusive functionality in an integrated package.

Setting up of the unit is fast and easy with minimum disruption to telephone traffic during installation.

Operating the system is simple and logical.

Carina offers the following main functions:

- ✓ Open platform, standard based environment and interfaces, free database
- ✓ Scalability from small recorders to large multi-platform solution
- ✓ Variety of telephony system interfaces
- ✓ Web and client interfaces allow users to choose the access they want
- ✓ Easy system administration
- ✓ Health monitoring
- ✓ Performance management via Carina Quality 
- ✓ Unified networked storage of recorded data with selective capability
- ✓ Integration of third party applications into the recording system
- ✓ Screen recording
- ✓ Single channel version available for lap tops

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