



CYBERTECH MYRACLE

VOICE RECORDING

The CyberTech Myracle recording system is a reliable and future-proofed recording solution ideal for the small-to-midsize enterprise to capture, store, retrieve and play back voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality recordings for all applications including verification and compliance, dispute resolution, training and quality monitoring.

The industry leading technology built into CyberTech Myracle is used by the world's leading financial institutions, governmental and public safety organisations, and call centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customer provided network storage devices, this award-winning solution provides unsurpassed functionality while reducing a firm's total cost of ownership.

FLEXIBLE

Unlimited browser-based search and replay licences - An intuitive browser-based interface enables recordings to be securely retrieved and replayed from any location at any time.

Multiple recording configurations - Can be used as a standalone for single site recording, as a satellite server for distributed recording, and enterprise-wide to meet high availability and resilience requirements.

Remote administration capabilities - Web-based configuration and administration tools deliver significant time and operational efficiencies ensuring increased service and reduced maintenance costs.

Call ID	User handle	Channel	Start date	Duration	CLI Data	Direction	Phone number	Mark	Status	Remarks
252316	Mike	51	2008-01-01 16:36:28	00:01:18	+43 662 322127		143		Available	
252315	Tom	89	2008-01-01 16:35:42	00:01:23	+46 40 749990		191		Available	
252314	Keth	86	2008-01-01 16:34:20	00:00:40	+49 42 5644023		178		Available	3
252313	Mike	29	2008-01-01 16:32:14	00:00:40	+31 51 1784540		121		Available	
252312	Mike	51	2008-01-01 16:31:00	00:01:18	+32 28 735688		143		Available	
252311	Jackie	102	2008-01-01 16:25:28	00:01:18	+34 96 7643121		194		Available	
252310	Yeth	70	2008-01-01 16:23:50	00:00:40	+34 91 8505952		162		Available	
252309	Bill	45	2008-01-01 16:22:43	00:02:36	+49 341 8074261		137		Available	4
252308	Keth	89	2008-01-01 16:22:38	00:02:02	+46 40 221421		181		Available	
252307	Jackie	103	2008-01-01 16:22:09	00:01:18	+32 40 783961		195		Available	1
252306	Keth	72	2008-01-01 16:22:06	00:02:02	+31 9 5206841		184		Available	
252305	Rob	16	2008-01-01 16:21:11	00:00:40	+46 40 693901		107		Available	
252304	Suse	32	2008-01-01 16:21:07	00:01:18	+49 69 5985122		124		Available	1
252303	Josef	54	2008-01-01 16:17:21	00:02:36	+34 93 6346812		146		Available	
252302	Mike	48	2008-01-01 16:13:47	00:01:50	+49 89 9636207		140		Available	
252301	Car	43	2008-01-01 16:11:77	00:02:36	+32 26 353591		155		Available	
252300	Dave	36	2008-01-01 16:10:05	00:02:36	+44 131 84834254		126		Available	
252299	Tom	73	2008-01-01 16:09:34	00:00:40	+49 69 5354573		166		Available	

Audio player
2008-1-1 16:14:00.774
This is where it happened

Call details
Start date: 2008-01-01 16:13:47 End date: 2008-01-01 16:16:37
Duration: 00:01:50 Direction: Outgoing
Channel: 48 User handle: Mike_DEMO39
Status: Available Mark: Mark 4
CLI Data: +49 89 9636207

EMC Properties
Custom fields properties
Audit trail

Good remark

Evaluation form "Evaluation Form"

Introduction (+)

01 Level of preparation prior to receiving call (60)
Low High

02 Adherence to agreed call opening? (50)
No Yes N/A

Probing Skills (+)

01 Identification of reason for call (questioning) (50)
No Yes N/A

02 Listening Skills (50)
Low High

03 Ability to summarise details obtained to check accuracy? (50)
Low High

Attitude (+)

01 Ability to offer solutions and recommendations? (50)
Low High

02 Positivity and Jargon (50)
Low High

Evaluation of call #250607 made by user Susan Lee (Suse) on 2007-12-25 10:04:34. Total Score: **74 %**

GROUP/USER OVERALL AVERAGE SCORES
Averages for 6 user(s) and 1 group(s). Total 102 evaluation(s). All evaluation data - all projects

Group/User	Average Score
im-Excerpt	~75%
Changover Via Dijkstra	~75%
Janine Wilkx	~75%
Call-Intex	~75%
Agents	~75%
Company average	~75%

Group 101: Agents
102 evaluations in 5 projects
Average score over all calls: 71.11%
click to see this groups projects

Report options
Show report data:
Include empty entries:

Evaluation report data
Reset form Generate chart Go back one step Print report Refresh chart Export



SCALABLE

Flexible recording and storage options that allow users to decide what gets recorded, saved, archived and to where. CyberTech recording solutions provide continuous, selective recording, or record-on-demand and rule-based archiving.

Up to 64 channels for multimedia recording – CyberTech Myracle can record from four to 64 channels simultaneously, capturing voice, data, screen and radio communications.

Trunked radio - CyberTech is one of the few developers of recording solutions to have achieved Motorola Dimetra certification and compatibility with other major TETRA systems, including EADS.

Seamless upgrade path- Any input medium can be captured in hybrid environments via existing server platforms, reducing costs and footprint.

RESILIENCE & SECURITY

Flexible storage and business continuity options – For maximum resilience, local online storage and remote archive are standard features of CyberTech recording solutions. CyberTech supports archiving to any mass storage device (i.e. network attached storage and EMC), providing resilience and archiving flexibility for long-term online access to calls. By using database replication and mirroring, identical copies of the calls can be stored in multiple locations.

Secure, Tamper-proof recordings - CyberTech uses the market's first 256 bit Rijndael AES audio encryption which, when coupled with MD5 fingerprinting, secures the audio files against unauthorised replay, alteration or editing. All CyberTech recordings can, for this reason, be used as admissible evidence in a court of law.

D-channel decoding - Recorded calls can be tagged with additional information without requiring CTI integration. CyberTech's unique digital decoding interfaces automatically tag recorded conversations, appropriately designating or assigning them by call type, dialled number and/or calling party number. Additionally, 20 user-defined information fields may be appended and used for rapid call retrieval.

INTEGRATIONS AND APPLICATIONS

Centralised Database, Storage and Archive - The perfect solution for branch or satellite locations seeking to centralise administration and playback of voice and data recordings.

CTI integrations – Additional call data or active VoIP recording is available with flexible CTI integration for all major PBX types.

Recorder API and SDK – These flexible and powerful tools allow you to easily integrate the CyberTech solutions with other third party applications.

Optional applications: Among these are QM evaluation (two trial licenses are included as standard), incident replay and last call replay.