

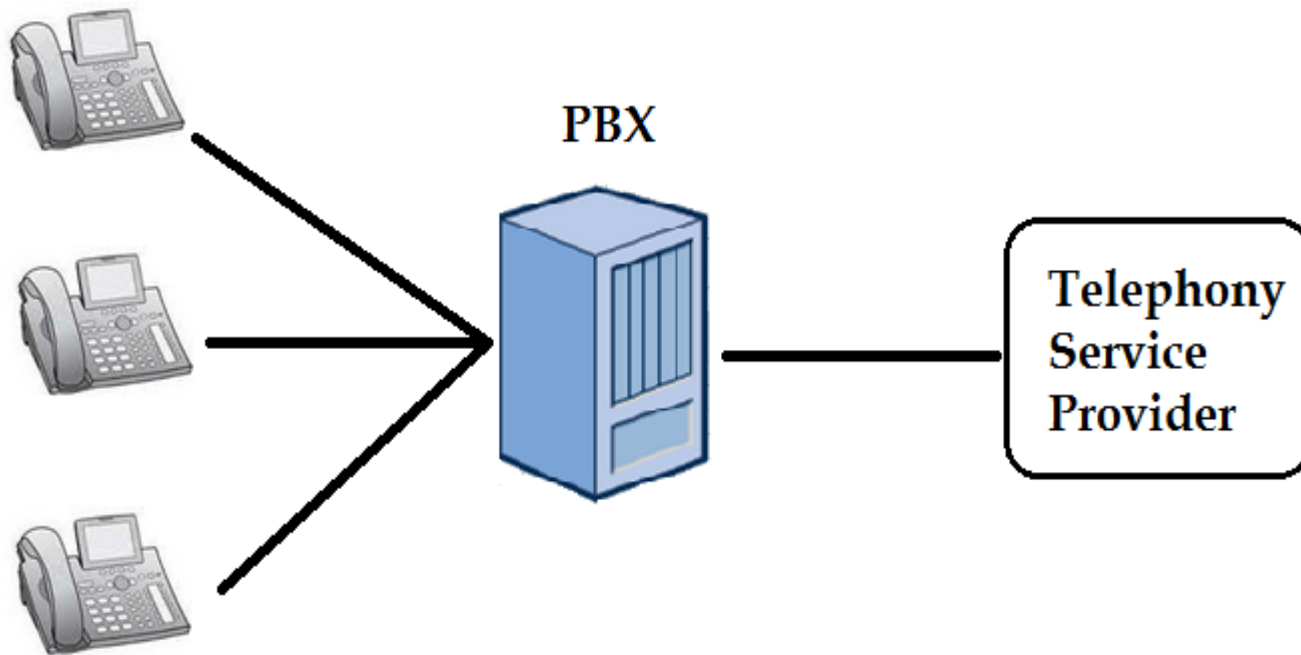
**Recording all your Calls using I-Tel**  
*May Tang & Steve Townend*  
*August 29<sup>th</sup>, 2012*



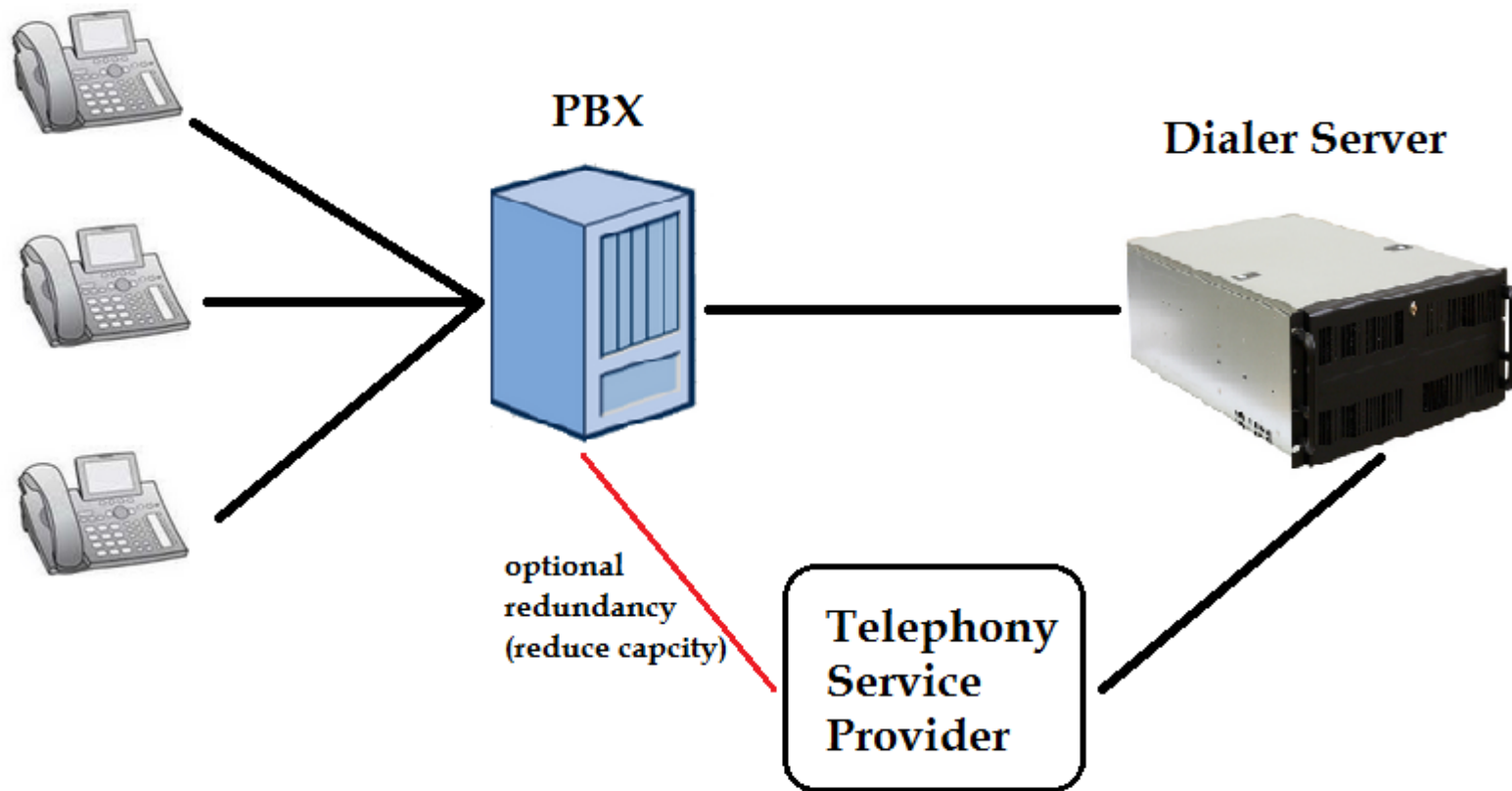
# Benefits

- Allows for PBX (non-dialer) calls to be recorded
- Central location of all recordings
- Easy to find recordings regardless of if they were made on the dialer or through PBX
- No need to purchase additional software or hardware to record PBX calls

# Current PBX Setup



# PBX Recorded Setup



# Setup

- Change PBX to direct traffic from phones to connections on the dialer, instead of to the PSTN
  - Dialer will reroute calls externally (through PSTN) based on CLI
  - Setup CLI for recording and/or external dial
- Note: Can also setup particular CLI to not record

# Possible Capacity Expansion

- Increase PBXs connections on dialer (or move connection from telephony provider)
- Increase PSTNs on Dialer (or move from PBX)
- Increase recording storage space
- Increase recording licenses

## Other Benefits

- All telephony resources are shared, providing greater efficiency
- Agents cannot bypass the recording system by manually dialing
- All calls are recorded separately, eliminating the 'one call per session' problem

# Sample Costs

- Call Center with 30 agents and 10 other staff
- All agents have a dialer license and a call recording license
- Add two call recording licenses - \$600
- Implement and configure system - \$2,000
- Total cost - \$2,600



# Sample Costs

- Call Center with 20 Agents and 5 other staff
- All agents have a dialer license
- Add 21 call recording licenses - \$6,300
- Implement and configure system - \$2,000
- Total cost - \$8,300

# Next Steps

- Contact Quantrax
  - Dialer configuration details
  - PBX configuration details
- Quantrax will provide a quote
- Implementation in about a week

**Thank you!**

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