

# sv-callscout

## Selective Voice Recording



SELECTIVE RECORDING SYSTEM  
OF TELEPHONE CONVERSATIONS  
FOR SIEMENS HiPath 4000

*Up-to-date solution among selective  
recording systems  
of telephone conversations  
with a vast functionality*

## What is SV-CallScout used for?

■ Selective recording system of telephone conversations is used for control, recording of internal subscribers and external (incoming and outgoing) calls in any type of connection lines. Recording may be started automatically or by subscriber's request. The system is designed for PBX HiPath 4000.

### Functionality of SV-CallScout

- Control, tracing of connection state for:
  - internal subscribers (via analogue, digital lines, DECT);
  - digital lines;
  - analogue lines;
  - IP channels.

It is possible to control from operator's workstation from 1 to 600 subscribers simultaneously.

- It is possible to record from 1 to 120 conversations at once in any combination.
- Automatic start of recording by the start of conversation for both controlled subscribers and connection lines.
- Recording of conversation on demand (after pushing the button on the telephone set) as well as possibility to start and stop recording of the own conversation pushing the button on the telephone.

### Advantages of SV-CallScout

- The price of the system is below the available similar systems on the market.
- Possibility to adopt the system to the specific requirements of the Customer.
- Easy to edit the subscriber's list on monitor.
- Flexible extension of the number of simultaneously recorded conversations.
- Stereorecording.
- Possibility to record the sequentially dialed digits on every stage of connection.
- Possibility to control and record any existing channels in HiPath

■ Tracing of the recording states of any type of incoming and outgoing conversations (conversation between two subscribers, consulting calls, conference calls, transit calls going through the telephone station).

■ Possibility to record conversations in case of call forwarding from one subscriber to another.

■ Possibility to record the conversation which is overridden or silent monitored by the 3rd party.

■ Automatically loading of the subscriber's list and connection lines.

■ Recording of conversations shall be executed via one or several dedicated E1 channels.

■ Possibility to create archives for any storage term of the information stored.

■ Possibility of tapping conversations via a client interface on the user's PC.

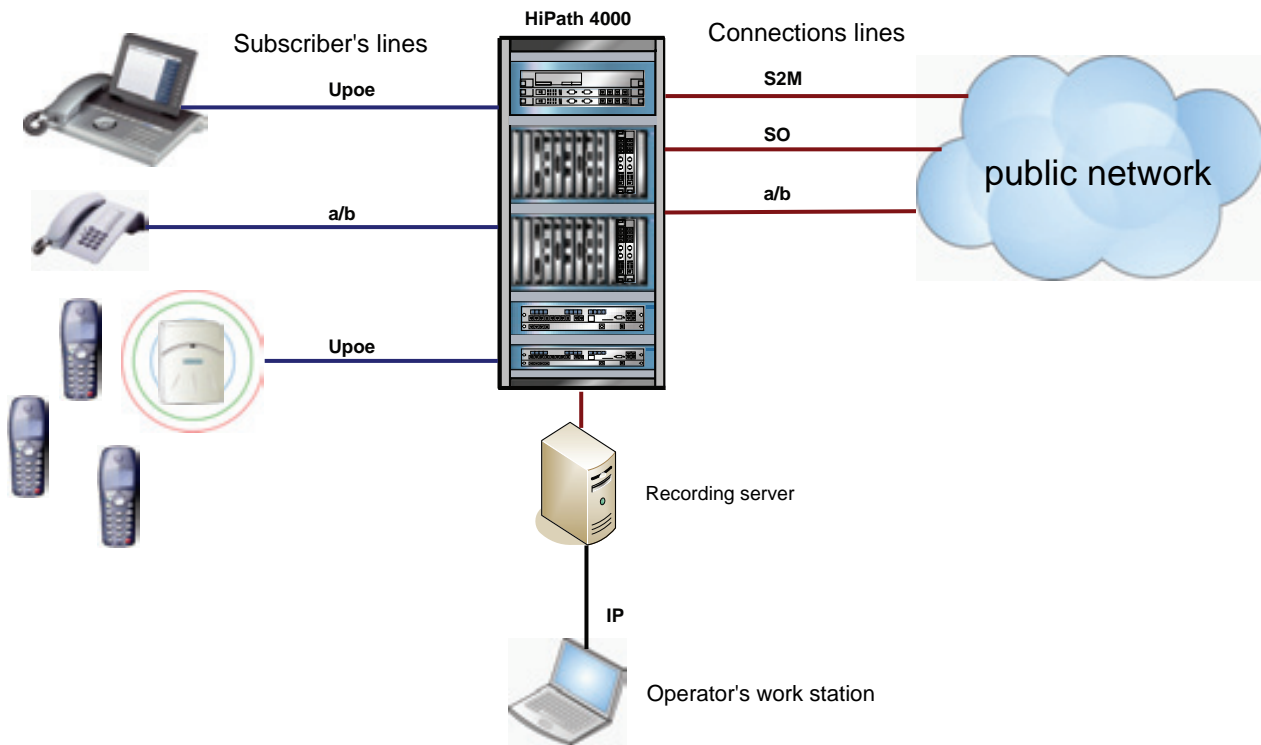
■ Possibility to control operators of the call center by their names irrespective of their telephone numbers where they currently operate.

■ Attributes of every subscriber's state before and during conversation are recorded for every conversation.

■ Efficient usage of recording channels (e.g. conference of 8 participants is recorded as one conversation but not for every participant separately).

■ The system is executed as a client-server architecture.

### Connection Diagram



### Consumers

■ Security services of large enterprises, banks, investors, telecom companies, retail, call-centers etc.

■ E1 channel units are added to the station; the number of the units is determined by the volume of the simultaneously recorded conversations (1 DIUN2 = 30 conversations).

### System requirements

■ The server is supplied turn-key with pre-installed SW.

■ The software is supplied in full. The volume of functionality is determined by the license.

The basic installation vary depending on the required recording archive volume.

■ How to estimate the archive:

	Budget 70x15	Approx. 190x30x(60)	Dispatchers 40x30
Disc space for 1 convresation, Mb/h	60	60	60
Disc space, Gb	750	3000	3000
Length of the recording archive, days	119	146	104

### Warranty

Standard warranty: 12 months

Enhanced warranty: from 3 to 5 days.

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