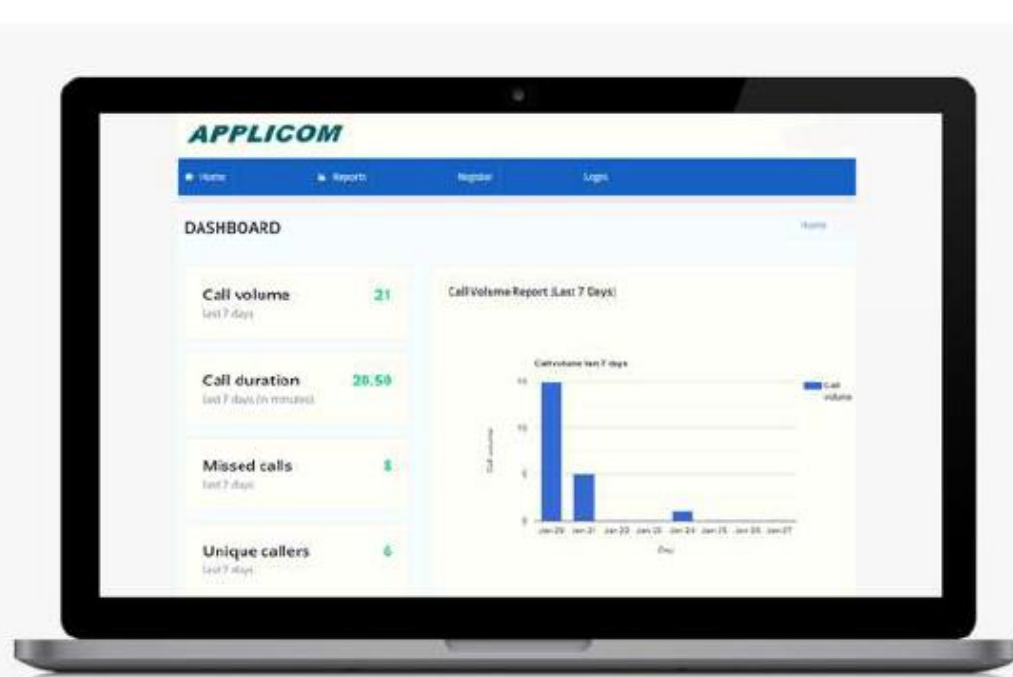




# CALL RECORDING & REPORTING SOFTWARE

A Comprehensive Call Recording, Reporting & Analytics Solution from Applicom



The screenshot shows the Call Recordings interface with a table of call recordings. The table has columns for Time, Duration, Local Party, Direction, Remote Party, and Recording. The data is as follows:

| Time                   | Duration | Local Party | Direction | Remote Party | Recording      |
|------------------------|----------|-------------|-----------|--------------|----------------|
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 1001         | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 1001         | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |
| 10/01/2021 10:00:00 AM | 00:00:00 | 00000000    | →         | 00000000     | ▶ 0:00:00:00 ◀ |

Supports Leading Phone System Models Including  
Mitel, Cisco, Avaya, Grandstream, NEC, Alcatel &  
Microsoft Teams

## Administrative Benefits

### Compliance

Meet regulatory compliance requirements by ensuring that all interactions are logged and recorded

### Call Center Agent Coaching

Develop call center agent skills to improve the customer experience by reviewing previous recordings

### Powerful Search

Quickly find all relevant phone conversations using multiple filters on an intuitive web user interface

## Operational Benefits

### Detailed Analytics

Provides full visibility of all call center operations such as call volume, average duration and abandoned or missed calls

### Optimize Agent Efficiency

Improve customer satisfaction by ensuring call center agents are operating optimally

### Simplest Graphical User Interface

Latest software design offers easy to use and manage GUI which can be handled by customer service managers without involvement of IT Dept.

# Intuitive Dashboard Showing Key Information on One Screen

**APPLICOM**

**REC**●

Home

Reports

Recordings

Settings

Hello admin!

Logout

## DASHBOARD

[Home](#) / [Dashboard](#)

**Call volume**

**40**

last 7 days

**Call duration**

**33.53**

last 7 days (in minutes)

**Missed calls**

**0**

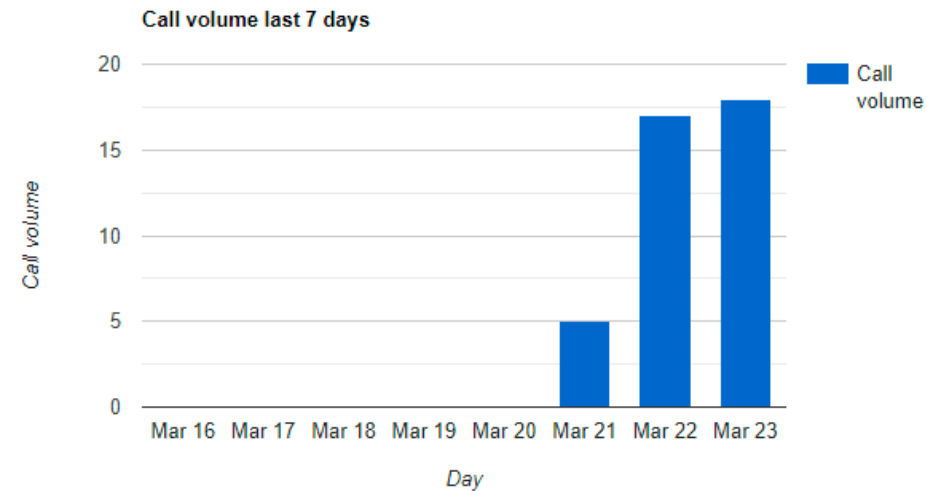
last 7 days

**Unique callers**

**6**

last 7 days

### Call Volume Report (Last 7 Days)



## Call Recording Dashboard

- Showing In-Dept Information of Each and Every Call Made
- Call Recording can be played by just one click
- Playback Speed of Recorded Audio Clip can be adjusted
- Recorded Clip can be easily downloaded by one click
- Calls can be filtered By Date, Extension Number & Called party Numbers
- Full information of Each and every call such as Time, Duration, Local Party, Remote Party can be seen in one Window

## Call Recordings



From Date

2021-10-01

To Date

2022-01-14

Local Party

Remote Party

Filter

Clear Filter

Show

15

entries

Search:

| Time                      | Duration | Local Party | Direction | Remote Party | Recording                     |
|---------------------------|----------|-------------|-----------|--------------|-------------------------------|
| 10/26/2021<br>9:50:32 AM  | 00:00:20 | 044487752   | ➡         | 1001         | ▶ 0:00 / 0:19 <div></div> 🔊 ⋮ |
| 10/26/2021<br>9:56:12 AM  | 00:00:25 | 044487756   | ➡         | 044487752    | ▶ 0:00 / 0:20 <div></div> 🔊 ⋮ |
| 10/26/2021<br>9:48:42 AM  | 00:00:10 | 044487752   | ➡         | 1001         | ▶ 0:00 / 0:08 <div></div> 🔊 ⋮ |
| 10/25/2021<br>4:18:24 PM  | 00:00:24 | 044487756   | ➡         | 9043918722   | ▶ 0:00 / 0:24 <div></div> 🔊 ⋮ |
| 10/26/2021<br>10:26:45 AM | 00:00:05 | 044487752   | ➡         | 90554075216  | ▶ 0:00 / 0:05 <div></div> 🔊 ⋮ |
| 10/26/2021<br>10:27:04 AM | 00:00:06 | 044487756   | ➡         | 90554075216  | ▶ 0:00 / 0:05 <div></div> 🔊 ⋮ |
| 10/25/2021<br>4:19:39 PM  | 00:00:04 | 044487756   | ⬅         | 90554075216  | ▶ 0:00 / 0:03 <div></div> 🔊 ⋮ |
| 10/25/2021<br>4:22:52 PM  | 00:00:25 | 044487756   | ⬅         | 90554075216  | ▶ 0:00 / 0:24 <div></div> 🔊 ⋮ |

## Call Recordings

## Adjust Call Playback Speed

From Date

2021-10-01

To Date

2022-03-23

Recipient

Caller

Show 15 entries

| Time             | Duration | Recipient | Caller        | Recording     |
|------------------|----------|-----------|---------------|---------------|
| 2022-03-23 15:34 | 00:00:23 | 214       | +97144487747  | ▶ 0:00        |
| 2022-03-23 15:34 | 00:02:28 | 214       | +97144487747  | ▶ 0:00 / 2:27 |
| 2022-03-23 15:52 | 00:00:15 | 044487741 | 214           | ▶ 0:00 / 0:15 |
| 2022-03-23 15:56 | 00:00:10 | 214       | 172.16.96.155 | ▶ 0:00 / 0:09 |

0.5

0.75

Normal

1.25

1.5

## Call Recordings



One Click Direct Download of the Recorded File

Adjust Call Playback Speed

From Date

2022-02-27

To Date

2022-03-29

Recipient

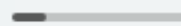
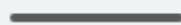
Caller

Filter

Clear Filter

Show 15 entries

Search:

| Time             | Duration | Caller        | Direction | Recipient | Recording                                                                                                                                                                                                                                                                                                                                                           |
|------------------|----------|---------------|-----------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2022-03-23 15:15 | 00:00:13 | 172.16.96.155 | →         | 214       |  Download<br> Playback speed                                                                                                                                                                  |
| 2022-03-23 15:07 | 00:02:44 | +97144487747  | →         | 214       |  0:00 / 1:43    |
| 2022-03-23 15:07 | 00:00:11 | +97144487747  | →         | 214       |  0:00 / 0:11    |

## Reports

[Home](#) / [Reports](#)[Data Dump Report](#)[Incoming calls Report](#)[Missed calls Report](#)[Calls Volume Report](#)[Calls Cost Report](#)[Cost Per Extension Report](#)

## Incoming Calls Report

[Reports](#) / Incoming Calls

From Date

2022-02-21

To Date

2022-03-23

Recipient Number

Caller Number

Filter

Show 15 entries

Search:

| Recipient Number | Caller Number | Time             | Duration |
|------------------|---------------|------------------|----------|
| 214              | 172.16.96.155 | 2022-03-22 00:48 | 00:00:24 |
| 214              | +971561748123 | 2022-03-22 15:25 | 00:00:13 |
| 214              | +971561748123 | 2022-03-22 15:26 | 00:00:11 |
| 214              | +971561748123 | 2022-03-22 15:30 | 00:03:06 |
| 214              | +971561748123 | 2022-03-22 15:34 | 00:01:02 |
| 214              | +971561748123 | 2022-03-22 15:35 | 00:00:13 |
| 214              | +971565348833 | 2022-03-22 17:37 | 00:00:12 |
| 214              | +97144487747  | 2022-03-23 14:47 | 00:01:06 |
| 214              | +97144487747  | 2022-03-23 14:55 | 00:01:30 |
| 214              | +97144487747  | 2022-03-23 15:02 | 00:01:48 |
| 214              | +97144487747  | 2022-03-23 15:07 | 00:00:11 |
| 214              | +97144487747  | 2022-03-23 15:07 | 00:02:44 |
| 214              | 172.16.96.155 | 2022-03-23 15:15 | 00:00:13 |
| 214              | +97144487747  | 2022-03-23 15:32 | 00:01:34 |
| 214              | +97144487747  | 2022-03-23 15:34 | 00:00:23 |

Showing 1 to 15 of 35 entries

Previous

1

2

3

Next

## Missed Calls Report

[Reports](#) / [Missed Calls](#)

From Date

2022-02-21

To Date

2022-03-23

Recipient Number

Caller Number

Filter

Show 15 entries

Search:

| Recipient Number | Caller Number | Time             |
|------------------|---------------|------------------|
| 214              | 172.16.96.155 | 2022-03-22 00:48 |
| 214              | +971561748123 | 2022-03-22 15:25 |
| 214              | +971509760620 | 2022-03-22 15:25 |
| 214              | +971561748123 | 2022-03-22 15:26 |
| 214              | +971561748123 | 2022-03-22 15:30 |
| 214              | +971561748123 | 2022-03-22 15:34 |
| 214              | +971561748123 | 2022-03-22 15:35 |
| 214              | +971561748123 | 2022-03-22 16:30 |
| 214              | +971565348833 | 2022-03-22 17:37 |
| 214              | +971561748123 | 2022-03-22 15:26 |
| 214              | +971561748123 | 2022-03-22 15:30 |
| 214              | +971561748123 | 2022-03-22 15:34 |
| 214              | +971561748123 | 2022-03-22 15:35 |
| 214              | +971561748123 | 2022-03-22 16:30 |

Showing 1 to 15 of 40 entries

Previous

1

2

3

Next

## Calls Volume Report

[Reports](#) / [Calls Volume Report](#)

From Date

2021-12-14

To Date

2022-03-24

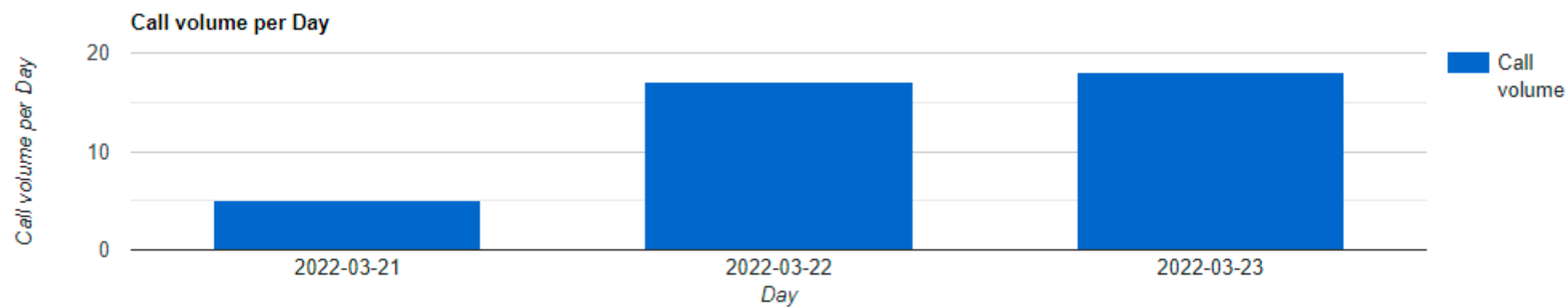
X-Axis

Day

Y-Axis

Call volume

Filter



## Data Dump Report

[Reports](#) / [Data Dump](#)

From Date

2022-02-21

To Date

2022-03-23

Recipient Number

Caller Number

[Filter](#)Show  entries

Search:

| Recipient Number | Caller Number | Time             | Duration |
|------------------|---------------|------------------|----------|
| 214              | 172.16.96.155 | 2022-03-22 00:48 | 00:00:24 |
| 214              | +971561748123 | 2022-03-22 15:25 | 00:00:13 |
| 214              | +971509760620 | 2022-03-22 15:25 | 00:00:09 |
| 214              | +971561748123 | 2022-03-22 15:26 | 00:00:11 |
| 214              | +971561748123 | 2022-03-22 15:30 | 00:03:06 |
| 214              | +971561748123 | 2022-03-22 15:34 | 00:01:02 |
| 214              | +971561748123 | 2022-03-22 15:35 | 00:00:13 |
| 214              | +971561748123 | 2022-03-22 16:30 | 00:00:07 |
| 214              | +971565348833 | 2022-03-22 17:37 | 00:00:12 |
| 214              | +97144487747  | 2022-03-23 14:47 | 00:01:06 |
| 214              | +97144487747  | 2022-03-23 14:55 | 00:01:30 |
| 214              | +97144487747  | 2022-03-23 15:02 | 00:01:48 |
| 214              | +97144487747  | 2022-03-23 15:07 | 00:00:11 |
| 214              | +97144487747  | 2022-03-23 15:07 | 00:02:44 |
| 214              | 172.16.96.155 | 2022-03-23 15:15 | 00:00:13 |

Showing 1 to 15 of 40 entries

[Previous](#)[1](#)[2](#)[3](#)[Next](#)

Call Cost Report

Reports / Call Cost

From Date

2022-02-21

To Date

2022-03-23

Group

All

Recipient Number

Caller Number

Filter

Clear Filter

Excel

PDF

Search:

| Recipient Number           | Caller Number | Time | Duration | Country | Call Cost |
|----------------------------|---------------|------|----------|---------|-----------|
| No data available in table |               |      |          |         |           |

Showing 0 to 0 of 0 entries

Previous

Next

## Cost Per Extension Report

[Reports](#) / [Call Cost](#)

From Date:

2022-02-21

To Date:

2022-03-23

Group:

All



Recipient Number:

Caller Number:

Extension:

Filter

Clear Filter

List

Aggregate

Excel

PDF

Search:

Extension Number

Duration

Call Cost

No data available in table

Showing 0 to 0 of 0 entries

Previous

Next

## Ordering Information

| Part Number          | Description                                          |
|----------------------|------------------------------------------------------|
| APP REC-BASE5        | Call Recorder Base, 5 Concurrent Sessions            |
| APP REC-BASE5-SS-1YR | Software Support, BASE, 5 Sessions 1 YR              |
| APP REC-ADD5         | Call Recorder Add-on 5 Concurrent Sessions           |
| APP REC-ADD5-SS-1YR  | Software Support, Add-on 5 Concurrent Sessions, 1 YR |

***APPLICOM***

**REC●**

## System Requirements to Install Call Recording Application



Core i5, 8GB RAM, 100GB & WIN10 OS

Network: 2 Network Interface Cards

Switch: Switch with port mirroring support



THANK YOU

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