



call recorder

Version Comparison, June 2011

Feature	Professional	Enterprise
Search and playback	✓	✓
Status view	✓	✓
Professional License		
E-mail integration	✓	✓
Streaming	✓	✓
Multiple user profiles	✓	✓
Archiving	✓	✓
Authentication & encryption	✓	✓
Exclusion / inclusion lists	✓	✓
Call timelines	✓	✓
Multi-site / Resilience Module		
Scalability / multi-site	○	✓
Remote office option with centralised storage	○	✓
Unrestricted user accounts and concurrent access	○	✓
Microsoft SQL Server license	○	✓
1U rackmount server	○	✓
Quality Control Module		
Agent / call scoring	○	✓
User workflow	○	✓
Basic speech recognition	○	✓
Textual & graphical reporting	○	✓
In progress call status view	○	✓
Compliance Module		
CTI integration for PCI compliance	○	✓
Tagging	○	✓
Audit trail	○	✓
Web service CTI interface	○	✓
Advanced Speech Analysis Module		
Full call speech searching	○	○
Real-time alerts	○	○
Automated workflow based on speech recognition rules	○	○

- Not available
- Optional license
- ✓ Included with license

