

Powered by:



## Call Recording Suite

Basic	SmartRecord	SmartRecord Pro	Add-Ons
Record	Record	Record	
Replay	Replay	Replay	
Dashboard	Dashboard	Dashboard	
	Alerting	Alerting	
	Archive to ISO	Archive to ISO	
		Basic Audio Mining <sup>3</sup>	Full Audio Mining <sup>3</sup> +\$20/user/month
	Call Annotation	Call Annotation	
	Call Annotation File Upload	Call Annotation File Upload	
	Call Categorization	Call Categorization	
Call Comments	Call Comments	Call Comments	
	Call CRM Integration <sup>2</sup>	Call CRM Integration <sup>2</sup>	
	Call Monitor	Call Monitor	
	Desktop Notifier	Desktop Notifier	
	Email Links	Email Links	
			Evaluation <sup>4</sup> +Call for Pricing
FTP File Access	FTP File Access	FTP File Access	
	Mobile Access	Mobile Access	
	Reporting	Reporting	
			Screen Recording <sup>5</sup> +Call for Pricing
Call for Pricing			

### NOTES

1. Call Recording storage and web portal retrieval currently available for 30 days. FTP/ISO Archive currently available for older files. At a later date, the storage can be set to a remote server for permanent webportal retrieval.
2. CRM integration is available for Sugar and Salesforce.com. Other CRM systems can be supported but will require professional developments.
3. Basic audio mining feature is limited to three search campaigns and 25 phrases per seat (SR Pro Only.) Full Audio Mining license allows unlimited campaigns and phrases, (add to SR Only).
4. The Agent Evaluation feature can be added to SR or SR Pro.
5. The Screen Recording feature can be added to SR or SR Pro.