

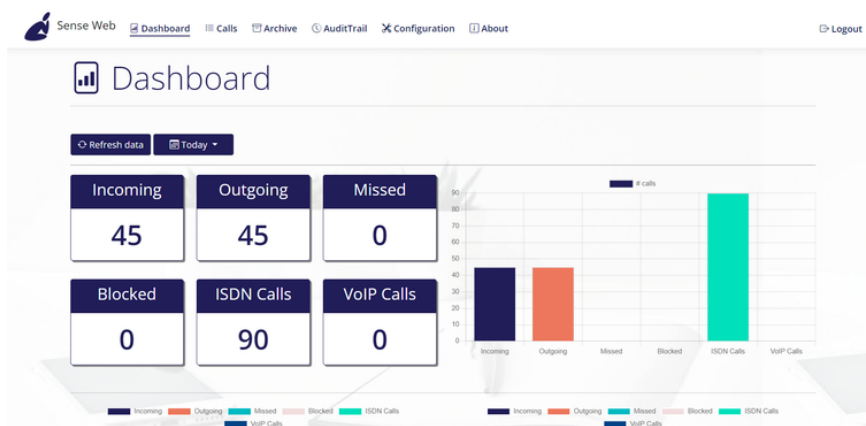


Vidicode UK
Simple. Effective. Secure



CAPTURE & CLARIFY Retell Sense CALL RECORDING SYSTEM

Protect against disputes
Improve customer service
Comply with FCA, GDPR, PCI
Increase customer retention



Features

- High-quality stereo recording and playback
- Powerful easy to read web-based user interface (GUI)
- Stand-alone or playback from any PC via an integrated web browser
- Live Channel wallboard feature

Search and Replay

- Search for calls by date, time, duration, channel and notes
- Search for calls by Caller ID (where presented) and individual DDI
- Search by dialled number and extension number (when recording from SIP extensions only)
- Playback of Live calls (from stand-alone thick client)

Security and Management

- Calls are compressed and encrypted for security
- Recording rules can be set based on call direction
- Recording rules based on extensions (SIP extensions only)
- SFTP remote storage support

Sense Compatibility

- Records calls from SIP, ISDN2 and ISDN30 trunks
- Compatible with popular PBX, PABX, and telephone systems
- Extension side VOIP recording (SIP)



Options

- Mute call recording for PCI DSS compliance when taking credit/debit card payments by phone

Windows Compatibility

- Windows 10 Pro 64 bit
- Windows 11
- Server 2016 or greater

Installation and Configuration Options

- Can be installed as a standalone recording system or into a virtual location

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