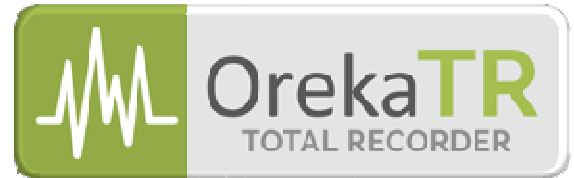


ORECX RECORDING SOLUTIONS

Elevating Contact Center Performance

Affordable, Enterprise-Grade, 30-Minute-Install Recording Software



Call recording can be expensive and sometimes complicated. Not with OrecX.

OrecX offers the industry's most affordable and customizable call recording (landline and mobile) and quality monitoring software.

OrecX recording software can be downloaded remotely and installed in just 30 minutes, incurring no implementation costs whatsoever. It could not be easier. We also offer a complimentary open-source version of our call recording software.

Regardless of the size of your contact center, you can begin recording and playing-back customer calls inside of one hour. No other call recording provider can say that, and back it up.

With all of the features and functionality of the big guys, OrecX can help your contact center:

- **Maximize operational efficiency**
- **Increase service levels – thereby raising customer satisfaction**
- **Maintain industry and regulatory compliance**
- **Minimize risk**

Why OrecX?

- Highly affordable — typically 50 percent lower than others
- 30-minute installation, providing same-day ROI
- PCI Compliant
- Maintenance-free
- No training required
- Phenomenal customer and development support
- Our software is used today by millions in over 150 countries
- World class customers – 3M, Verizon, IBM, TATA, Sitel, Sykes, Teleperformance



ORECX RECORDING SOLUTIONS

OREKA TR FEATURES

Live Monitoring

Quality Management*

PCI Compliant

Mobile Phone Recording

On-Demand Recording

Screen Recording*

Multi-tenancy for Hosted

White Label for Branding

Multi-Site Call Recording

Mobility Support

Call Tagging

Audit Trail

Multi-criteria Searching

Call Exporting

Auto-delete

Selective Recording

Look-Back Call Recording

Fine-Grained Privileged Access

File Management/Archiving

Filtering (IP-DID Range)

Extended Codec Support

** available add-on module*

SERVER REQUIREMENTS

■ CPU speed - 2.6GHZ

■ Core & L2 Cache Options

- 1-100 concurrent calls, **dual core** CPU - 4MB L2 Cache
- 101-200 concurrent calls, **quad core** CPU - 8MB L2 Cache
- Over 200 concurrent calls, **8-core** CPU - 12MB L2 Cache

Running multiple instances of Oreka TR core recorder will achieve even higher concurrent call levels

■ 8GB RAM

■ Two server-grade hard drives

- one for OS, one for recordings

■ Linux CentOS 6, 64-bit or Windows

■ *Virtual Environment (VE) deployment option*

Storage/Hard Drive Sizing:

Count 1.6 KBytes/second of recorded audio (GSM format...our default storage format). For example, 100GB stores approximately 20,000 hours of audio.

Codecs:

G.711, G.729A, G.723.1, G.722, iLBC, GSM6.10

Protocols:

SIP, Cisco Skinny, SIPREC, CALEA, H.323, MGCP, IAX2, RTP, Nortel UNISTIM

