



Oreka TR – Product Brief

The issue is simple: You want to comply with regulatory requirements and improve customer service by recording and retrieving phone calls. You don't want to disrupt operations, exhaust your annual budget or pay for expensive implementation services.

The solution is simple: Over 1,000 call centers use **Oreka TR** - recordings can be indexed by time, agent/employee, date, group, and a variety of other fields, making for hassle-free, instantaneous record retention, search, and retrieval...all at a cost that is 30%-70% less than the competition.

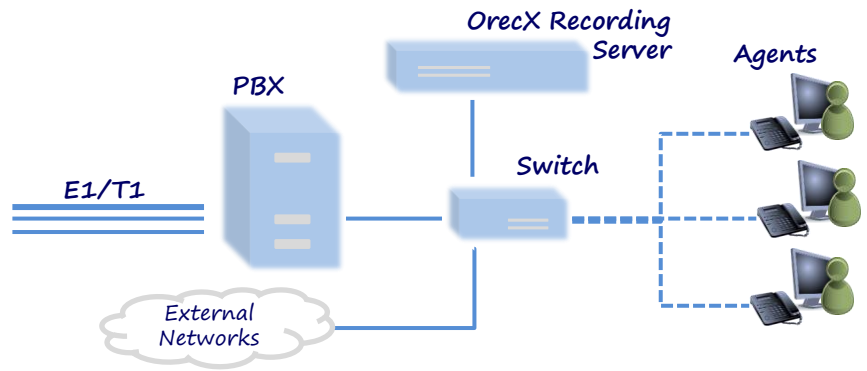
The Most Affordable and Easy to Use Call Recording Software on the Planet

Functionality - Call Center-grade Call Recording feature set

Reliability - Oreka TR has zero impact on network resources (from 5 to 50,000 users)

Flexibility - Supports Linux & Windows, supports any IP or TDM system, supports Mobile Phone Recording

Affordability - Pricing that is far below the competition—test it for free, call today.



Why CEOs choose Orecx

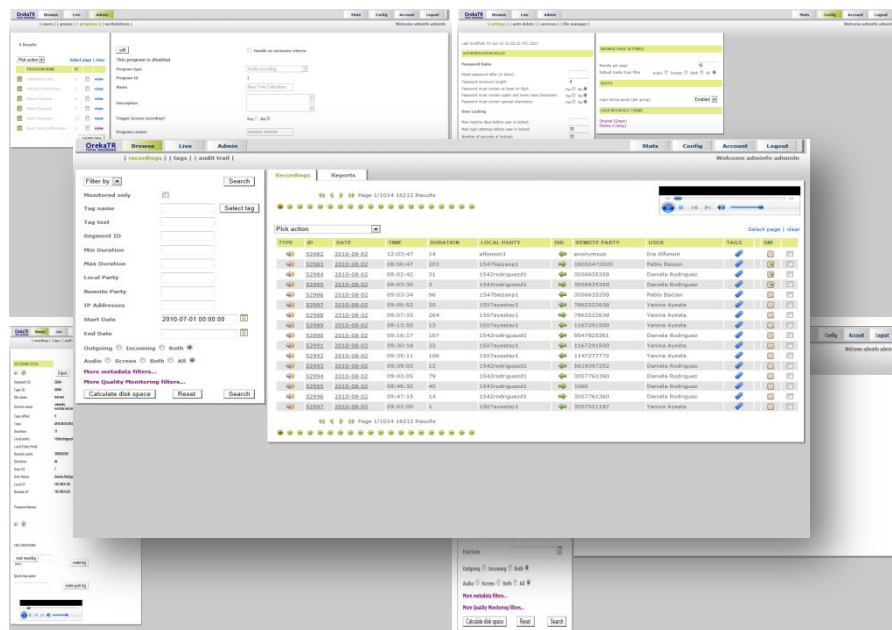
- Achieve quick ROI
- Ensure regulatory & legal compliance
- Resolve customer disputes
- Increase employee productivity
- Improve customer service
- Address security concerns (PCI)

Why IT Managers choose Orecx

- Doesn't interfere with IP PBX
- Easy, remote installation in minutes
- Centrally manage a multi-site system
- High scalability
- Easy to archive & access recordings
- Open API & data format

"The traditional recording systems we looked at were proprietary with limited integration flexibility. We made a few in-house changes to **Oreka TR** that would not have been possible with a traditional solution"
- Matt Roth, InterMedia

"**Oreka TR** VoIP call recording has enhanced our call center operation by giving us easy-to-use performance management tools that improve the customer/agent interaction and overall profitability of our operations"
- Todd Berger, TSG





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Feature	Oreka TR Commercial Version	Oreka GPL Open Source
Record & Playback of All Calls	✓	✓
On-Demand Recording	✓	
Live Monitoring	✓	
Mobile Phone Recording	✓	
PCI Compliant	✓	
Mobility	✓	
Multi-tenancy for Hosted	✓	
Quality Management*	✓	
Screen Recording*	✓	
Call Tagging/Exporting	✓	
Multi-Site Call Recording	✓	
Look-Back Call Recording	✓	✓
White Label for branding	✓	
Audit Trail	✓	
Selective Recording	✓	
Fine-Grained Privileged Access	✓	
Auto –delete	✓	
File Management/archiving	✓	
Filtering (IP-DID Range)	✓	
Extended Codec Support	✓	

* available add-on module

Server Requirements:

- 2.6GHz*, 4 MB L2 Cache
- *0-100 concurrent calls: dual core CPU
- *100-200 concurrent calls: quad core CPU
- 2 GB RAM
- **Two server-grade hard drives** (one for OS, one for recordings)
- **Linux CentOS 5 (32-bit) or Windows (32-bit)**

Storage/Hard Drive sizing:

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

Codecs:

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

Protocols:

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

VoIP Traffic:

Before Oreka can start recording, ensure that VoIP traffic is seen on a server interface. Use port mirroring to get the traffic to the Oreka server. Two popular options:

- Port Mirror/SPAN monitor the entire VoIP VLAN so that all traffic to and from phones is intercepted.
- Port Mirror/SPAN monitor the PSTN Gateways and the Signaling server. This is to ensure that both the media traffic and signaling are intercepted by the recorder.

See this link for more Port Mirror options:

<http://orecx.com/docs/oreka-port-mirror-span.pdf>

OrecX Supported PBXs (partial list):

Alcatel	Asterisk	Avaya	BroadSoft
Cisco	Cosmocom	Covad	Fonality
Mitel	NEC	Nortel	Pingtel
ShoreTel	Siemens	Switchvox	Sutus
TalkSwitch	Taridium	Tekelec	Trixbox
Vertical	Xorcom	Zultys	3Com

- 2011 Cloud Computing Excellence Award
- 2010 TMC LABS Innovation Award
- 2010 Speech Technology Excellence Award
- 2009 Product of the Year -Customer Interaction Solutions
- 2008 VON Magazine Innovator Award Winner
- 2007 Product of the Year - Unified Communications Magazine

