

# Sense Essentials



Sense Essentials is our basic call recording interface, with live wallboards showing inbound and outbound call volumes, and a range of search criteria.



# The Sense Range

Sense is our award-winning integrated hardware and software call recording, call reporting and call management solution for companies who need to manage multiple lines and handsets.

## About Retell

Retell has manufactured telephone recording equipment since 1986. We are an ethical, well capitalised, financially secure company. Our focus is on developing reliable, innovative products and services that are designed to improve the business performance of our customers.

## About Call Recording

To record telephone calls hardware needs to be connected where the call is passing through. This could be between the PABX and the network termination box where the lines enter the building. It is also possible to record between the PABX and extensions if internal calls need to be recorded. This is generally the most expensive way to record as manufacturers need to reverse engineer the proprietary secrets of every type of handset available.

Many call recording suppliers buy their hardware from one source and software from another. Retell are one of the very few call recording companies in the world that make our own hardware as well as software and so have control of the intellectual property rights and implementation of exciting new features.

## About the Sense Range

Our knowledge of customer requirements and experience over the years has helped us to develop the Sense Call Recording Platform.

Sense Client is a trunk side recorder with wallboard option whilst Sense Call Analyser is a unique call management and recording system that utilises information from the SMDR (call logging) port of a PABX to provide extension information, call management and reporting all viewed and replayed in one screen.

## About Sense Essentials

Our entry-level system records all calls in and out of your organisation, you can search for calls by dialled number, caller's number, date and time, length of call and any notes you have added to the call before. Hear calls exactly as your customer hears them, even while they're on hold.

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*“Retell’s sales and support teams are industry professionals with a vast experience and knowledge of call recording and call management. This knowledge and our range of solutions is your guarantee of impartial, high quality advice.”*

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## Why record telephone calls?

In this competitive world it makes sense to record your calls to ensure that your hard-won orders are captured precisely. Misheard instructions or incorrect delivery information will result in wasted time, effort, money and perhaps even damage a reputation you've spent years building. Retell's Sense call recording system is available with a unique integrated call management interface called Call Analyser. Sense is part of an ever-enlarging family of products produced by other independent companies which are developing around the Sense platform. These include integration with the systems of leading PABX (telephone system) manufacturers, CRM (Customer Relationship Management) suppliers, call management suppliers and automotive industry software providers.

# Key Features



## Live Trunk Wallboard

Live Trunk wallboards allow you to see real-time metrics of all calls both into, and out of your organisation. It's the perfect tool to get a snapshot view of your telephone activity at-a-glance. The colour-coded sections according to metric makes it easy to differentiate the good from the bad.



## PCI Credit Card Compliance

To prevent fraud and theft, the PCI Security Standards Council states that a company taking credit card numbers must comply with data storage rules. For customers who require PCI compliance Sense Essentials has a number of options illustrated here.



## Optional Voice Firewall

All Sense recorders support our optional Voice Firewall software, a system designed to stop calls from hacked or phreaked telephone systems being routed to expensive destinations.



## Call Answering and Announcing

You can set Sense to answer a call and play an announcement before sending the call to the telephone system, this is often used by our customers who want to announce that calls are being recorded. Using Sense Call Announcements means your voicemail is kept free and abandoned calls can be properly tracked in your call management system and the announcements themselves can be customised regularly.



## Sense Analogue Radio / VOX Recording

Enabling VOX audio recording from microphones, radio and other audio sources. Sense Radio can be mixed with other Sense modules, including Analogue, IP or ISDN recording solutions.



# Summary of Features

## Main Features

- + High quality automatic stereo recording for up to thousands of channels
- + Mixed line types in one server
- + Records all calls via trunk lines, compatible with all telephone systems
- + Record IP Extensions
- + Compressed and encrypted recordings
- + High quality stereo recording and playback
- + Easy to read user client user interface for quick search capability
- + Stand alone or playback from any PC on the LAN
- + Search by Caller ID (where presented) and individual DDI
- + Search by dialled number, date, time, duration, channel and notes
- + Live Channel wallboard feature
- + Radio recording
- + Live monitoring
- + English and German languages
- + Database recovery – automatic backup – always on
- + Database buffering – saves call data if connection to SQL is lost until reconnection Recording Line Compatibility
- + User management
- + Recording rules direction

## Sense Compatibility

- + Primary Rate Sense (E1, T1, QSig)
- + Basic Rate Sense
- + Analogue Sense
- + Radio Sense
- + Sense VoIP ( Cisco Skinny, SIP, H323, H248, MGCP)

## Options

- + No Encryption
- + Manual Recording – recording always off as default, DTMF to start records from the point the start command was sent
- + API for developers available on request
- + Voice Firewall to prevent phone system hacking
- + RAD – welcome message
- + PCI – mute recording for PCIDSS
- + CLI DEC – enables 100% matching of calls (needed especially where withheld numbers are common)
- + Integrated Call Analyser Call Management software

## Windows Compatibility

- + Windows 7 (With SP1) 32-bit / 64-bit
- + Windows 8
- + Windows 8.1
- + Windows Server 2008 R2
- + Windows Server 2012
- + Windows Server 2012 R2
- + Small Business Server (SBS) 2011

## Virtual Compatibility

- + **VMWare Player 5.0.0 with host Windows 7 64bit**
  - + Windows 7 32bit as guest OS
  - + Windows 7 64bit as guest OS
  - + Windows Server 2008 R2 64bit as guest OS
- + **Virtual Box**
  - + Windows 7 32bit/64bit host with Windows 7 32bit/64bit guest
- + **Microsoft Hyper-V**

# Sense Essentials



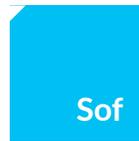
Sense Call Analyser Enterprise



Sense Professional



Sense Essentials



Sense Optional Features



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