ReDat®

Complex recording solution

ReDat active recording of Cisco IP telephony

Customer: SATRO, s.r.o., Slovakia
Cable television and data service provider

case study

RETIA, a.s. supplied ReDat® recording system for active recording and Cisco IP telephony monitoring provided to one of the largest television and data providers in Slovakia - SATRO, s.r.o. contact centre.

Implemented ReDat recording system provides large number of benefits and advanced functions needed for effective control of SATRO contact centre. ReDat features intuitive web-based user interface and sophisticated management of telephone records together with useful functions of **Cisco active recording**. The complex ReDat active recording system enables independent recording of contact centre communication in stereo format. Another advantage is no necessary to configure a "mirroring" for the centralized recording. In case of the conference call, one direction is recorded alone. In the second rtp stream, there is a mix of other conference call participants. Cisco active recording, provided by **ReDat® VoIP Recorder**, offers on-demand recording function, which extends the comfort of custom properties.

About SATRO

SATRO s. r.o., cable television and data service provider was founded in the Slovak Republic in 1992. It is focused on TV signal and radio signal delivering in digital quality to Slovak customer sector. The company provides data and voice services and operates a free Hotline for their customers.

About RETIA

RETIA, a.s. is a Czech producer of ReDat® recording systems including applications and added value services for contact centres, dispatch centres and telecommunication operators. ReDat® recording systems are technologically independent and framed for recording voice and other multimedia channels.

What is ReDat®

ReDat® by RETIA, a.s. represents a complex solution for recording calls and monitoring customer service quality. It helps to improve the working abilities of agents and dispatchers. It reduces training costs, makes operations more effective and helps to improve customer services.

ReDat® is a registered trademark of RETIA, a.s.

ReDat®3 Recording Unit, ReDat® VoIP Recorder, ReDat® Phone Recorder, ReDat® Application Server, ReDat® Catalog, ReDat® CTI, ReDat® QualityChart, ReDat® StorageManager, ReDat® LineMonitor, ReDat® PhoneControl, ReDat® VoiceProcessor are products of ReDat® .

CAA CIVIL AVIATION AUTHORITY CZECH REPUBLIC

AQAP 2110

AOP Asociace obranného průmyslu České republiky Association of the Defence Industry of the Czech Republic

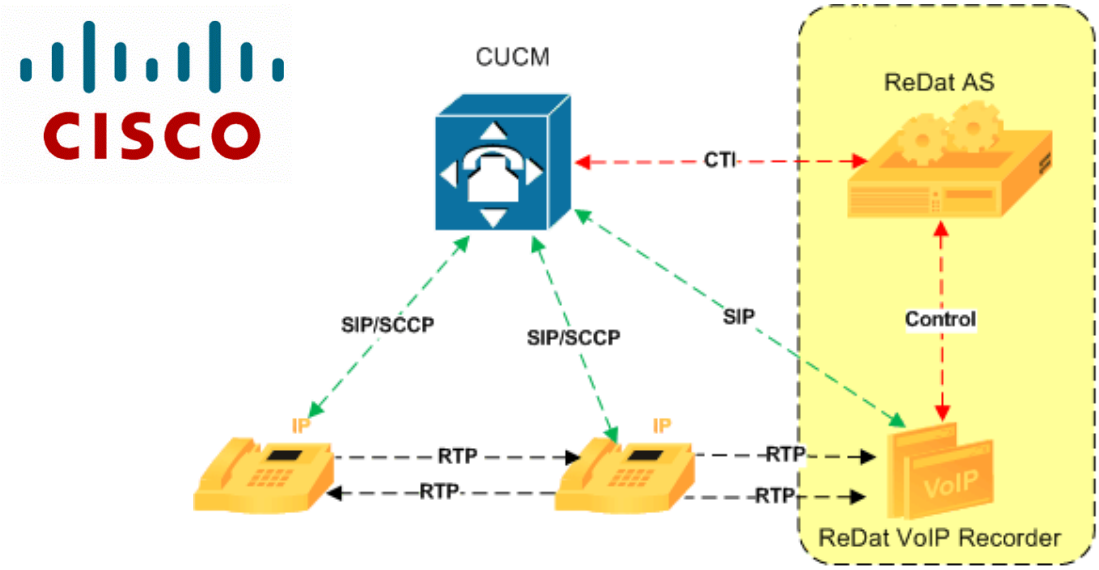
KEMA CERTIFICATE ISO 9001:2000

ReDat® solution

Satro, s.r.o. contact centre uses **ReDat® VoIP Recorder** and **ReDat® Application Server** and provide Cisco active recording. In this case there is used an integration with Cisco Unified Communications Manager 7.0.

The installed ReDat® system combines VoIP active recording with **ReDat® Application Server**, a sophisticated application tool for central database of records and functions for integration with the CTI and CRM systems.

- Cisco recording is a CUCM feature developed to facilitate IP telephony recording. Its configuration is in the interface of CUCM administrator.
- CUCM ≥ 6.0
- Cisco IP telephones of the third generation: 7906G, 7911G, 7921G, 7925G, 7931G, 7941G, 7941G-GE, 7942G, 7945G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, 7975G, IP Communicator 7.0(1)+
- IP connectivity of CUCM, telephones and ReDat recording system is required
- Independent on the protocol used by the phone (SCCP or SIP)
- Can be combined with conventional recording (SPAN) in the same recording unit



Configuration of the supplied ReDat® Recording System

- ReDat® Application Server and ReDat® VoIP Recorder located on one PC
- Cisco Unified Communications Manager 7.0
- Cisco Unified IP Phones 7942G

RETIA, a.s. offers above standard warranty and post warranty conditions and maintenance services, customizing recording systems to various applications and proactive solution of specific requirements with integration to various telecommunication platforms.

RETIA, a.s. is a partner of significant producers of telecommunication companies such as Alcatel-Lucent, Cisco, Genesys, Orange Business Services, TTC, Siemens, etc. With which closely cooperates on future development of ReDat® recoding system.

RETIA® Special Electronics

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