

Suppose you could
catch the elusive

Recall every word, any time

The Vidicode Call Recorder Milagro is a turn-key scalable Call Recording solution for the more demanding applications, which combines high reliability with a low Total Cost of Ownership. The intuitive web-browser interface provides easy access to the system and all functionality is included; no additional option or (client) licenses needed. Whether you need to record VoIP, digital lines, analogue, ISDN or any combination of those, the Call Recorder Milagro can handle any challenge. Milagro is a cost effective solution, easy to deploy and support with no hidden costs.

Main Standard Milagro features:

- Screen recording, enabling you to also record the interaction on the computer for training and/or compliance.
- Recording on Demand, enabling you to record only those calls you want recorded.
- Free seating option, to enable user related recording instead of workplace related recording.
- Agent evaluation functionality for training and quality purposes.
- Call Statistics for analysing call behaviour and reporting purposes.
- Multiple backup options and storage to USB hard drive(s) or to Network Attached Storage (NAS)
- Enterprise capability with centralised database and storage



Silver Line Call Recorder Milagro

Specifications



Features

- Screen Recording Client software
- Evaluation & Grading Software
- Recording on demand using Client software
- Free Seating
- Live monitoring
- Statistics for analysis in graph or Excel format.
- Easy search interface for quick retrieval of specific telephone calls.
- Advanced "call tag" search feature
- Possibility for an audible date/time stamp at the beginning of playing back a call
- Multi level access for groups and individual users
- E-mail last Recording automatically
- User assignable search restrictions
- User assignable Privacy on Demand.
- Remote system monitoring with problem notification by e-mail
- Automatic hourly backup to USB hard drive or to Network Attached Storage (NAS)
- Recording source and start options can be setup on a "per channel" basis

Additional Features only available for Public Safety

- ANI/ALI search (Automatic Number and Location Identification)

Technical specifications

General

- Ambient temperature: 0 - 40°C
- Size (H/W/D): 177 / 483 / 510 mm
- Weight: 15 kg
- Power: 90 – 264V / 47~63 Hz
- Power consumption 70W

Hardware

- CPU: Intel Pentium E6500 / 2Core / FSB1066 / 2Mb cache
- RAM: 4GB/ 800MHz
- PSU: 300W

Hard Disks

- 2 x 500GB, SATA, 3,5"
- RAID: 1
- HDD archiving 130.000 hours+

DVD R/W

- 1 x 22 speed

Channel / license availability

- Digital TDM 8 up to 96 (per 8)
- Analogue 8-up to 96 (per 8)
- VoIP licenses per 10 up to 300
- ISDN 30 up to 120

vidicode partner:

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