MyCalls 5.2 for SV9100 and SL2100

Following the successful release of MyCalls 5.1 we continue to expand the wealth of MyCalls Call Recording capabilities with the addition of Internal Call Recording and RTP Call Recording.   Whether it's for compliance or training and quality purposes, these additional recording options increase business opportunities.

The new features are totally secure and seamlessly integrate into MyCalls allowing quick call retrieval for playback.

Internal Call Recording

Complementing the existing trunk side call recording, internal call recording now allows a business to record those important internal conversations. This can be an essential requirement for businesses that need to keep a record of advice an employee gives to another. This is available for IP Extensions on both SV9100 and SL2100.

RTP Call Recording

RTP Call Recording is a new way to record calls which is available for ANY trunk type including SIP, ISDN and Analogue. The VoIP DB card is used to send a copy of the call information to the Call Recording Server which in turn records calls. This also removes the need for a port mirror to record calls.

Call Recording Migration Tool

The call recording migration tools allows any calls that are stored in a Retell / Sense database to be moved into MyCalls Call Recorder environment. This is intended to be used in a scenario where a customer has historic call recordings that they wish to retain but don't wont to keep them in the Retell / Sense software. In a case where a separate PC was used for the Retell / Sense call recording server this can be freed up one the migration has taken place. Once recordings are moved over, they can then be backed up and managed using the new MyCalls Call Recorder software.

Pricing Refinement

Call recording packages are now start from 2 channel packages and existing systems can be expanded by 1 channel at a time. This change also allows recording packages to be flexibly ordered to suit a customer's needs rather than the old rigid method. The makes the pricing more competitive increasing the overall appeal to the MyCalls Call Recorder offering. The new packages are automatically calculated through Prophix.

Pricing aspects & Items

New part numbers relating to MyCalls 5.2:

Product code	Items	Description
EU400246	SV9100 MyCalls Call Recorder 1 Concurrent Call	SV9100 Single channel call recording license
BE116984	SV9100 RTP Streaming License 1 Concurrent Call	SV9100 RTP Streaming license
EU400172	SV9100 MyCalls Call Recorder Migration License	SV9100 MyCalls license for call recorder migration
EU400244	SV9100 Retell / Sense Migration License	Activation code for call recorder migration
EU500224	SL2100 MyCalls Call Recorder 1 Concurrent SIP Call	SL2100 Single channel call recording license
EU500164	SL2100 MyCalls Call Recorder Migration License	Sl2100 MyCalls license for call recorder migration
EU500225	SL2100 Retell / Sense Migration License	Activation code for call recorder migration

Pricing can be obtained from your NEC representative/Channel Manager or Prophix

Documentation

The following documentation has been updated and uploaded to BusinessNet:
- MyCalls installation manual.
- MyCalls Call Recorder installation manual.
- MyCalls Migration manual.

Training & Webinars

All new features are included in the MyCalls technical training courses.

An overview webinar is scheduled for the 14th of May 2020 further information can be found on BusinessNet.

Availability & Order Information

MyCalls 5.2 will be available in Prophix from May 4th 2020.
Software will be available for downloads from May 4th 2020.