

# CallRex

## Telephone Recording & Monitoring

### A Flawless Memory

- + 3Com - NBX 750
- + 3Com - NBX 100
- + Mitel - ICP 3300
- + Mitel - ICP 3100
- + Avaya - IP Office 406
- + Avaya - IP Office 403
- + Avaya - IP Office 402



**FREE  
14 Day  
evaluation**

## Playtime VS. Worktime

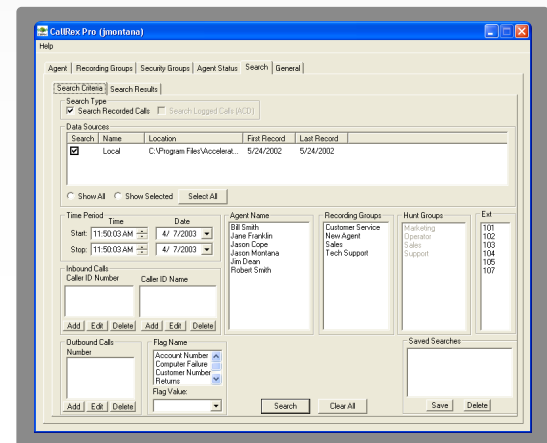
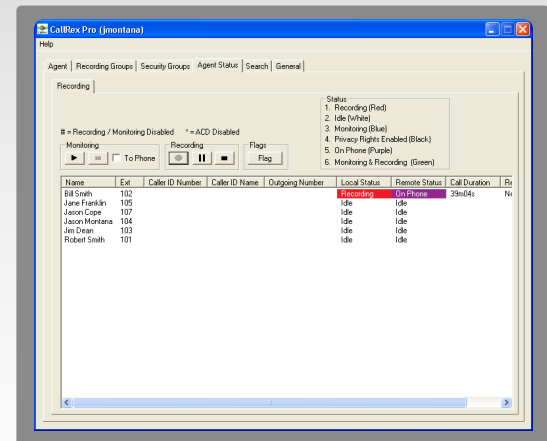
**In today's wired workplace it is increasingly important to know how employees are using their telephones.**

Are employees working or playing? Do personal calls exceed an established limit? Are telephone usage policies observed? Do customers receive promised levels of service? Is staff meeting all legal obligations to record interactions?

CallRex is an advanced, network-based call recording and monitoring solution designed specifically for small and medium-sized companies that want a full-featured solution at an affordable price.

CallRex recording and monitoring software is a critical business tool and provides management with verifiable and actionable information about employee's telephone interactions with customers.

### CallRex ScreenShots



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**WORKS WITH  
ACCELERATOR**  
Call Center & ACD



**CallRex is an advanced, network-based call recording and monitoring solution designed specifically for small and medium-sized companies that want a full-featured solution at an affordable price.**

## Standard Features

**Real-Time Recording and Monitoring** – Calls can be recorded and monitored in real time.

**Optional Integration with Accelerator** – Integrate Accelerator into CallRex. Products may be purchased separately or in bundles.

**Flag Calls** – Save detailed information about every recorded phone call, including call description/notes, flagged name/value. Flagging calls allows users to search by flagged values, making it easier to find only the calls they need.

**Multiple Recording Options** – Record any calls instantly by simply pressing a button on the phone, clicking a button on the client, or by using automatic triggers.

**Recording Triggers** – Record calls automatically using the following triggers; user name, caller id number and name, percent of inbound/outbound calls, area code, prefix, suffix and wildcards.

**Playback Options** – Play back monitored and previously recorded calls directly to a phone or through the speakers on a computer.

**Searching** - Locate specific recordings quickly by using multiple search criteria, including: time and date, user name, inbound number, caller id name/ phone number, flagged name or value, recording group, and many more.

**Call Log** – View detailed information about recorded calls by day, week, month, or custom date range.

## Advanced Features

**Multi-Level Security** – Take advantage of flexible security rights to allow administrators to assign monitoring, recording, and playback rights on a per user basis.

**Multi-Site Recording** – Track communications from multiple locations and offsite users, all from one user interface.

**Unlimited Number Recording Sessions** – Record and monitor an unlimited number of calls—you won't outgrow CallRex.