Call recording is essential for any organisation. It provides undisputable facts about every call that can be used to resolve disputes quickly and effectively, to improve customer service, to review and refine call handling performance or simply because it is a legal requirement.

**MYCALLS CALL RECORDER AT A GLANCE**

- **Secure Access** – Recording, playback & storage are totally secure with rapid call identification
- **Take credit card payments** – Stop/Start recording for security compliancy with credit card payments over the phone
- **Intuitive Search** – Makes calls quick and easy to locate.
- **Detailed Call Analysis** – Advanced controls help pinpoint key details quickly and accurately
- **Easy Export** – Flexible export options make recordings quick and easy to incorporate into different media
- **Call Playback** – Calls can be played back through Enhanced Reporting

**MYCALLS CALL RECORDER OFFERS**

SIMPLE, SECURE CALL RECORDING WITH ADVANCED CALL ANALYTICS

**MYCALLS CALL RECORDER NEW SYSTEM ENHANCEMENTS**

- **Multi-site Support** with centralised data storage
- **Enhanced Management:**
  - Email alerts if disk space is running low
  - Automatic data storage retention policy
- **256 bit encryption**
- **Detailed Report** on calls that have been paused

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**TECHNICAL DATA**

### Call Recording Compression

There are 4 options for compressing calls:

<table>
<thead>
<tr>
<th>Compression Data</th>
<th>Size Per minute</th>
<th>Size Per hour</th>
<th>Hours in 1 GB Storage</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Compression</td>
<td>1128 KB</td>
<td>67 MB</td>
<td>15</td>
</tr>
<tr>
<td>Lossless Medium Compression</td>
<td>870 KB</td>
<td>51 MB</td>
<td>20</td>
</tr>
<tr>
<td>High Compression (WMA 38Kbps)</td>
<td>329 KB</td>
<td>19 MB</td>
<td>53</td>
</tr>
<tr>
<td>Very High Compression (WMA 24Kbps)</td>
<td>198 KB</td>
<td>12 MB</td>
<td>85</td>
</tr>
</tbody>
</table>

### PC Specifications

**Operating Systems:**
- Windows 8 / 10
- Windows Server 2012 R2 / 2016 / 2019

**Hardware**
- Intel i5 / 4 Cores
- 8 / 16 GB RAM

### Hard Disk Requirements

<table>
<thead>
<tr>
<th></th>
<th>Small System</th>
<th>Medium System</th>
<th>Large System</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Recording Hours per Day</strong></td>
<td>64</td>
<td>240</td>
<td>480</td>
</tr>
<tr>
<td><strong>Disk 1 Partition 1 - Operating System</strong></td>
<td>100 GB</td>
<td>100 GB (SSD)</td>
<td>100 GB (SSD)</td>
</tr>
<tr>
<td><strong>Disk 1 Partition 2 - Capture</strong></td>
<td>25 GB</td>
<td>100 GB (SSD)</td>
<td>500 GB (SSD)</td>
</tr>
<tr>
<td><strong>Disk 1 Partition 3 - Processing</strong></td>
<td>25 GB</td>
<td>50 GB</td>
<td>100 GB</td>
</tr>
<tr>
<td><strong>Disk 2 Partition 1 - Storage (2 Years)</strong></td>
<td>600 GB</td>
<td>2.4 TB</td>
<td>4.8 TB</td>
</tr>
<tr>
<td><strong>Disk 2 Partition 2 - Restore</strong></td>
<td>25 GB</td>
<td>50 GB</td>
<td>50 GB</td>
</tr>
<tr>
<td><strong>Disk 3 Partition 1 - Backup</strong></td>
<td>700 GB</td>
<td>2.8 TB</td>
<td>5.6 TB</td>
</tr>
<tr>
<td><strong>Disk 3 Partition 2 - Archive (3 Years)</strong></td>
<td>1.8 TB</td>
<td>3.6 TB</td>
<td>7.2 TB</td>
</tr>
</tbody>
</table>

*Hard disk requirements are based on the compression codec and ultimately how long recorded calls need to be kept for. The table above shows required disks for keeping calls for 5 years based on the number of call recording hours per day.*

### Database Storage

MyCalls can hold around 12,000,000 call records & call recordings using the default SQL Server 2014 SP2

Full SQL Server 2014 SP2 can be used where there’s a requirement to store more records

### Compliancy

Key features to help achieve MiFID II / PCI DSS compliance:

- All calls can be recorded
- Calls are encrypted & compressed
- Auditing feature can show calls that have been played back
- Reports can be run to show calls that have been paused
- Calls can be stored for over 5 years
- Calls are recorded & played back in stereo

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