

Recording telephone calls is an integral part of business. In some cases it is obligatory, in other cases it may be used for reference, training, quality management or security reasons. Mother Technologies' call recording solution, Witness, captures all of your calls without the need to purchase or install expensive recording equipment. It is hosted from Mother's datacentre and delivered as a cloud service on a monthly rental basis.

Witness

Witness is a modern cost effective, fully managed, cloud based call recording service that can record calls whether your PBX is hosted or on-premise.

It has an intuitive interface that lets you listen to live calls and historical recordings. Recordings can be played on the fly, downloaded or emailed to your inbox. Comments can be added to call records which can be used in later searches.



The screenshot shows the Witness web interface. At the top, there is a navigation bar with 'Home', 'Tools', 'Options', 'Log off', and 'Username: admin'. Below this is a search bar and a list of call recordings. The table below shows the recording details:

	Date & Time	Duration	Notes	Notes (2)	Receiver ID	Receiver Name	Connected	Name of connected
▶▶	13.03.2011 08:06:40	0:01:22	kr. 1233	Persnr. 123456	403	Sue		
▶▶	12.03.2011 12:56:40	0:01:22	10066	Cement Roadstone	403	Sue		
▶▶	12.03.2011 02:06:40	0:01:22	test	Ref 268773	136	Pat King		
▶▶	12.03.2011 01:50:00	0:01:22	Client contract signed	TSB	5059601105	IBRC		
▶▶	11.03.2011 22:46:40	0:01:22	Ciliente rechazo la tarjeta de cred	IBRC	136	Pat King		
▶▶	11.03.2011 18:20:00	0:01:22	Llamar al banco	Davy Stock	7739997919	Sue		
▶▶	11.03.2011 10:33:20	0:01:22	Llamar a las 15:00 1243	MIMI	5482072202	Vince		
▶▶	10.03.2011 22:03:20	0:01:22	No molestar	123	132	LLoyds		
▶▶	10.03.2011 10:01:22	0:01:22	No corresponde telefono	Er	7508281756	NIMI		

Below the table is an audio player showing a waveform and a play button. The interface also includes a pagination control showing 'At least 250 recordings'.

Witness is served with a 6 month call retention period which can be increased up to 7 years for organisations regulated by the FCA.

It has an extensive API giving clients the ability to integrate Witness with their CRM and DMS software. It is can also be fully integrated with Active Directory.

Witness is compatible with many VoIP protocols like SIP, H323, Siemens (Unify) HFA, Avaya, AASTRA, Ericsson, UniStim (Nortel), H.248 Megaco, Cisco SCCP (Skinny), MS Lync and others.

Please contact Mother Technologies for more information or a quotation.

Browser Based

Access Witness from any location via your browser.

Compliance

PCI DSS compliant for taking credit card payments over the phone.

Granular Security

Limit access to recordings based on user, group, department or site.

Fingerprinting MD5 SHA-1

Guarantees authenticity of recordings for legal purposes.

Advanced Encryption

Recordings are encrypted to secure unauthorised access using AES-256.

Comprehensive Search

The comprehensive search function allows you to find calls quickly and easily by date, time, extension or inbound or outbound numbers.

Audit Trail

Full audit trail of users who have accessed recordings.

Live Call Monitoring

Supervisors can see active calls and listen to them whilst they are in progress.