

# Call recording... simplified

with Majuda's state-of-the-art  
VoIP Call Recording Appliance



In a world that is placing more emphasis on corporate governance and compliance, Majuda Corporation has developed an industry first compliant Call Recording and quality management appliance that can be set-up in minutes and is unbelievably easy-to-use. Using state-of-the art Majuda™ Call Recording technology developed on a Microsoft™ Silverlight™

web based platform and powered by

Microsoft™ Windows™ Server 2012 Essentials and Dell™, Majuda™ is able to bring you their Enterprise level call recording solution “in a box”. The Majuda appliance records 100% of your calls, encrypts them using 256 Bit AES Encryption and stores them in a secure Microsoft™ SQL Server database that will allow you to record no less than 192,000 minutes of calls before having to archive. The Majuda VoIP Appliance is compatible with most IP based phone systems and offers the strength and reliability that has come to be expected from our enterprise range of Call Recording products.



In addition to its enterprise Call Recording functionality; the Majuda™ VoIP appliance includes a feature-rich set of agent evaluation

and reporting tools. Together, these tools give you the opportunity to listen to your customers and employees, understand their interactions and how they affect your business, and finally give you the ability to identify the strengths and weaknesses that directly impact your bottom line.

This simple to install appliance now allows you to address your legal obligations, resolve customer disputes and increase your operational effectiveness at a very affordable price.

## OUT-OF-THE-BOX FEATURES

- Web-based interface
- End-to-end encryption
- Granular security profiles
- Audit trail monitoring
- Multiple call search criteria
- Desktop screen capture
- Dynamic note capture
- Enhanced QM reporting
- Third-party data integration tools
- Advanced user management
- MajudaAlert™ monitoring
- Industry-standard quality assurance templates



Majuda™ Corporation is a leader in the development of innovative enterprise-level Call Recording and quality management software. We are committed to providing workable solutions that meet all of our customers needs, and by offering a broad and customizable range of options, Majuda™ has simplified interaction management for companies of all sizes.

### Majuda CallTracker™

- » Securely record, store and play back all voice communications
- » Minimize exposure to disputes
- » Mitigate risk of reputation damage
- » Improve internal policy compliance
- » Protect against liability suits
- » Minimize legal risks and costs
- » Comply with increasing corporate and governmental regulation

### Majuda QualityTracker™

- » Evaluate employee performance
- » Gain insight into how your customers experience your business
- » Develop corporate best practices and procedures for your organization
- » Create effective training programs for your agents
- » Improve customer service levels
- » Increase customer retention
- » Optimize your workforce

### MajudaAlert™ – Proactive site monitoring

Powered by



### Majuda VoIP Appliance models

	MAJSIP10	MAJSIP10+	MAJSIP20	MAJSIP20+	MAJSIP30	MAJSIP30+
<b>Capacity</b>						
Users	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Supervisors	2	2	2	2	2	2
Concurrentcallsrecorded	10	10	20	20	30	30
Recording hours (min)	40,000	82,000	40,000	82,000	40,000	82,000
<b>Hardware</b>						
Rackmount chassis	1U	1U	1U	1U	1U	1U
Dimensions (in)	1.67x17.1x15.5	1.67x17.1x15.5	1.67x17.1x15.5	1.67x17.1x15.5	1.67x17.1x15.5	1.67x17.1x15.5
Dimensions (mm)	42.6x431x393.7	42.6x431x393.7	42.6x431x393.7	42.6x431x393.7	42.6x431x393.7	42.6x431x393.7
Weight (lbs/kg)	60/27.2	61/27.6	60/27.2	61/27.6	60/27.2	61/27.6
Ethernet	2 x Gigabit	2 x Gigabit	2 x Gigabit	2 x Gigabit	2 x Gigabit	2 x Gigabit
Raid 1	No	Yes	No	Yes	No	Yes
Memory	4GB	4GB	4GB	4GB	4GB	4GB
Hard drive	250GB	2 x 500GB	250GB	2 x 500GB	250GB	2 x 500GB



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