

# CallN by Telstra™

## Business Intelligence via Call Recording

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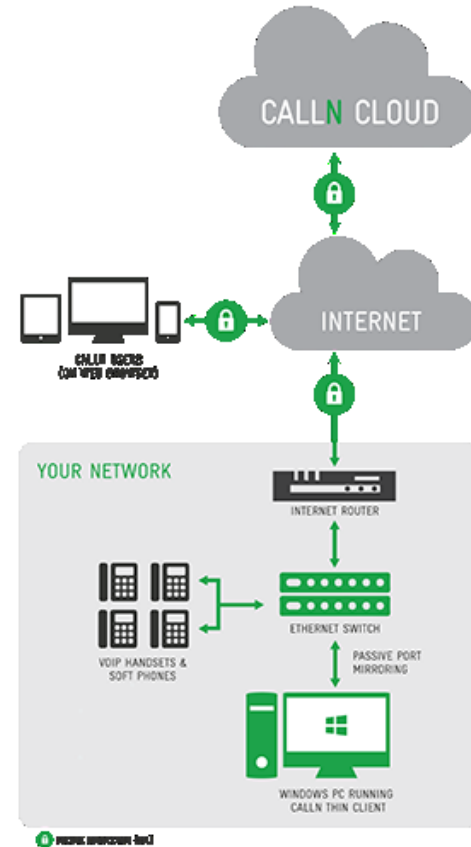
# What is CallN by Telstra?

- CallN by Telstra is a business insight VoIP call recording solution which allows your customers to analyse calls, improve sales, train staff, allow compliance and improve relationships with their customers.
- CallN has powerful yet easy to use interface and reporting features.
- CallN is proudly Australian owned and developed technology.



# How does it work?

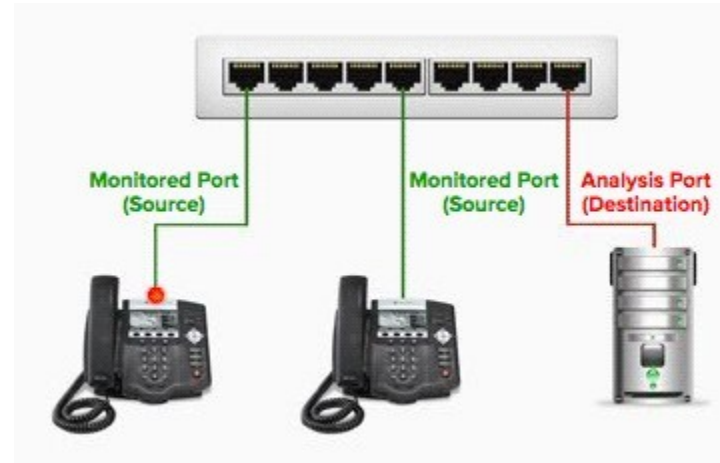
- CallN by Telstra is a cloud based solution using passive port mirroring technology to record calls without interfering with your telephone system.
- The VoIP packets are captured on a computer running the CallN software connected to the mirrored port on the Ethernet switch where they are decoded back into voice recordings, secured and compressed before being uploaded to the cloud.



# What is port mirroring?

UNMANAGED SWITCH

MANAGED SWITCH



# What PABX systems are compatible?

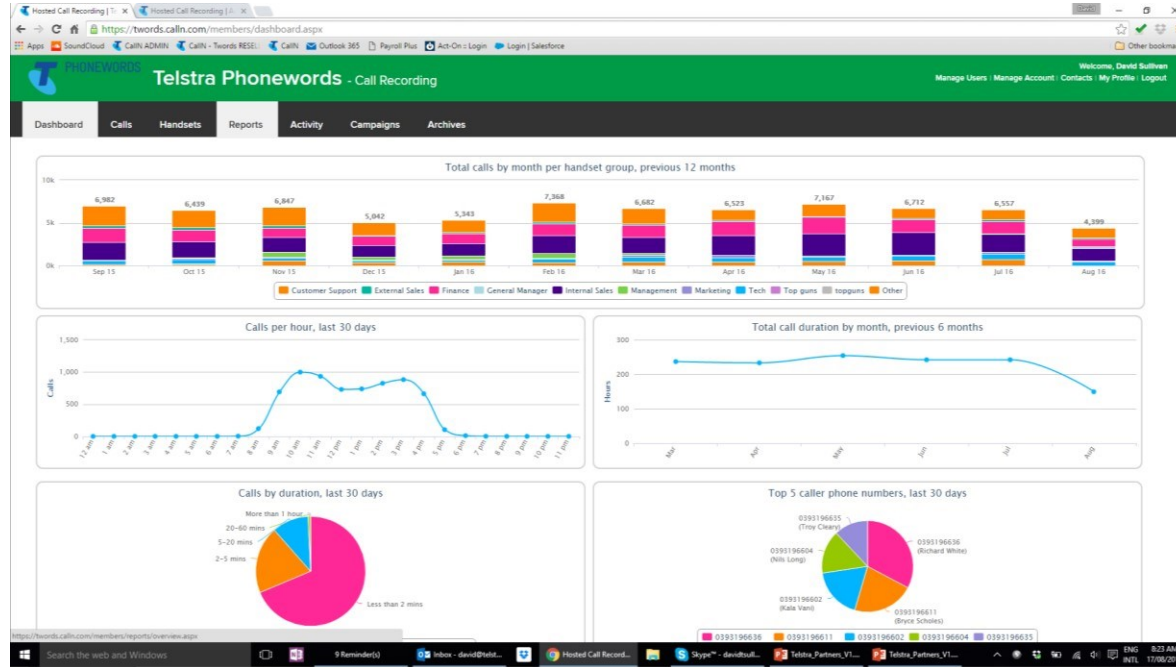
TRUNK	HANDSET	WORKS?
VoIP (e.g. SIP trunks)	Digital	✓
ISDN	IP Based	✓
PSTN	IP Based	✓
VoIP (e.g. SIP trunks)	IP Based	✓
ISDN	Digital*	✗
PSTN	Digital*	✗

- Some digital PABX systems are compatible if they have built in VOIP interface and/or IP Handsets.

# What phone systems are compatible?

- Any equipment using the SIP protocol
- Telstra TIPT
- Cisco
- LG
- Asterisk
- MagicJack
- Panasonic
- Telstra DOT
- Avaya
- NEC
- Mitel
- Shoretel

# CallN Portal Demo



# CallN by Telstra™

Thank you for your time.