



CYBERTECH MYRACLE

VOICE RECORDING

The CyberTech Myracle recording system is a reliable and future-proofed recording solution ideal for the small-to-midsize enterprise to capture, store, retrieve and play back voice, radio and data communications. It can be used in traditional or IP telephony environments to deliver high quality recordings for all applications including verification and compliance, dispute resolution, training and quality monitoring.

The industry leading technology built into CyberTech Myracle is used by the world's leading financial institutions, governmental and public safety organisations, and call centres. By taking advantage of commercial off-the-shelf (COTS) hardware and customer provided network storage devices, this award-winning solution provides unsurpassed functionality while reducing a firm's total cost of ownership.

FLEXIBLE

Unlimited browser-based search and replay licences - An intuitive browser-based interface enables recordings to be securely retrieved and replayed from any location at any time.

Multiple recording configurations - Can be used as a standalone for single site recording, as a satellite server for distributed recording, and enterprise-wide to meet high availability and resilience requirements.

Remote administration capabilities - Web-based configuration and administration tools deliver significant time and operational efficiencies ensuring increased service and reduced maintenance costs.

| Call ID | User handle | Channel | Start date | Duration | CLI Data | Direction | Phone number | Status | Remarks |
|---------|-------------|---------|---------------------|----------|------------------|-----------|--------------|-----------|---------|
| 252316 | Mike | 51 | 2008-01-01 16:36:28 | 00:01:18 | +43 662 322127 | | 143 | Available | |
| 252315 | Tom | 89 | 2008-01-01 16:35:42 | 00:01:23 | +46 40 749590 | | 191 | Available | |
| 252314 | Keith | 86 | 2008-01-01 16:34:20 | 00:00:40 | +49 42 5644023 | | 178 | Available | 3 |
| 252313 | Mike | 29 | 2008-01-01 16:32:14 | 00:00:40 | +31 51 1784540 | | 121 | Available | |
| 252312 | Mike | 51 | 2008-01-01 16:31:00 | 00:01:18 | +32 28 735688 | | 143 | Available | |
| 252311 | Jackie | 102 | 2008-01-01 16:25:28 | 00:01:18 | +34 96 7643121 | | 194 | Available | |
| 252310 | Keith | 70 | 2008-01-01 16:23:50 | 00:00:40 | +34 91 8505952 | | 162 | Available | |
| 252309 | Bill | 45 | 2008-01-01 16:22:43 | 00:02:36 | +49 341 8074261 | | 137 | Available | 4 |
| 252308 | Keith | 89 | 2008-01-01 16:22:38 | 00:02:02 | +46 40 221421 | | 181 | Available | |
| 252307 | Jackie | 103 | 2008-01-01 16:22:09 | 00:01:18 | +32 40 783961 | | 195 | Available | 1 |
| 252306 | Keith | 72 | 2008-01-01 16:22:06 | 00:02:02 | +31 9 5206841 | | 184 | Available | |
| 252305 | Rob | 16 | 2008-01-01 16:21:11 | 00:00:40 | +46 40 693801 | | 107 | Available | |
| 252304 | Suse | 32 | 2008-01-01 16:21:07 | 00:01:18 | +49 69 5985122 | | 124 | Available | 1 |
| 252303 | Josser | 54 | 2008-01-01 16:17:21 | 00:02:36 | +34 93 8349612 | | 146 | Available | |
| 252302 | Mike | 48 | 2008-01-01 16:13:47 | 00:01:50 | +49 89 9636207 | | 140 | Available | |
| 252301 | Carl | 43 | 2008-01-01 16:11:77 | 00:02:36 | +32 26 353591 | | 155 | Available | |
| 252300 | Dave | 36 | 2008-01-01 16:10:05 | 00:02:36 | +44 131 84834254 | | 126 | Available | |
| 252299 | Tom | 73 | 2008-01-01 16:09:34 | 00:00:40 | +49 69 5354573 | | 166 | Available | |



SCALABLE

Flexible recording and storage options that allow users to decide what gets recorded, saved, archived and to where. CyberTech recording solutions provide continuous, selective recording, or record-on-demand and rule-based archiving.

Up to 64 channels for multimedia recording – CyberTech Myracle can record from four to 64 channels simultaneously, capturing voice, data, screen and radio communications.

Trunked radio - CyberTech is one of the few developers of recording solutions to have achieved Motorola Dimetra certification and compatibility with other major TETRA systems, including EADS.

Seamless upgrade path- Any input medium can be captured in hybrid environments via existing server platforms, reducing costs and footprint.

RESILIENCE & SECURITY

Flexible storage and business continuity options – For maximum resilience, local online storage and remote archive are standard features of CyberTech recording solutions. CyberTech supports archiving to any mass storage device (i.e. network attached storage and EMC), providing resilience and archiving flexibility for long-term online access to calls. By using database replication and mirroring, identical copies of the calls can be stored in multiple locations.

Secure, Tamper-proof recordings - CyberTech uses the market's first 256 bit Rijndael AES audio encryption which, when coupled with MD5 fingerprinting, secures the audio files against unauthorised replay, alteration or editing. All CyberTech recordings can, for this reason, be used as admissible evidence in a court of law.

D-channel decoding - Recorded calls can be tagged with additional information without requiring CTI integration. CyberTech's unique digital decoding interfaces automatically tag recorded conversations, appropriately designating or assigning them by call type, dialled number and/or calling party number. Additionally, 20 user-defined information fields may be appended and used for rapid call retrieval.

INTEGRATIONS AND APPLICATIONS

Centralised Database, Storage and Archive - The perfect solution for branch or satellite locations seeking to centralise administration and playback of voice and data recordings.

CTI integrations – Additional call data or active VoIP recording is available with flexible CTI integration for all major PBX types.

Recorder API and SDK – These flexible and powerful tools allow you to easily integrate the CyberTech solutions with other third party applications.

Optional applications: Among these are QM evaluation (two trial licenses are included as standard), incident replay and last call replay.