

## PRODUCT BRIEF

# Oreka TR

## The Most Affordable and Easy-to-Use Call-Recording Software on the Planet



Oreka TR is a full-featured VoIP-ready 100 percent recording solution for compliance and risk management. Oreka TR can record VoIP, RoIP and TDM on the same server—and it is available as a free 30-day trial.

Oreka TR includes all of the capabilities you need, at a price you can afford. What's more, the product can run on your existing server or commercial off-the-shelf hardware (COTS).

- **Affordable** – Half the price of competing solutions
- **Easy** – Simple to learn and use
- **Full-Featured** – Centralized management, remote site recording, and \*auto-tagging of preselected keywords/phrases
- **Same-Day ROI** – Be up and running in under 30 minutes
- **Flexible** – Operates with all leading PBXs
- **Open** – Operating system agnostic (Linux or Windows), built on an open-source core, runs on commercial off-the-shelf hardware (COTS), HTML-based GUI and exports to standard file formats
- **Limited Footprint** – Unobtrusive packet-sniffing technology with no impact on VoIP network
- **Personalized** – Recordings can be indexed by time, agent/employee, date, group, and a variety of other fields

\*Using any third party analytics tool

*" Oreka TR VoIP call recording has enhanced our call center operation by giving us easy-to-use performance management tools that **improve** the customer/agent interaction and **overall profitability** of our operations."*

— Todd Berger, TSG

# OREKA TR

## OREKA TR FEATURES

Live Monitoring

Quality Management\*

PCI Compliant

Mobile Phone Recording

On-Demand Recording

Screen Recording\*

Multi-tenancy for Hosted

White Label for Branding

Multi-Site Call Recording

Mobility Support

Auto Tagging

Audit Trail

Multi-criteria Searching

Call Exporting

Auto-delete

Selective Recording

Look-Back Call Recording

Fine-Grained Privileged Access

File Management/Archiving

Filtering (IP-DID Range)

Extended Codec Support

*\* available add-on module*

## SERVER REQUIREMENTS

■ **CPU speed - 2.6GHZ**

■ **Core & L2 Cache Options**

- 1-100 concurrent calls, **dual core** CPU - 4MB L2 Cache
- 101-200 concurrent calls, **quad core** CPU - 8MB L2 Cache
- Over 200 concurrent calls, **8-core** CPU - 12MB L2 Cache

Running multiple instances of Oreka TR core recorder will achieve even higher concurrent call levels

■ **8GB RAM**

■ **Two server-grade hard drives**

- one for OS, one for recordings

■ **Linux CentOS 6, 64-bit or Windows**

■ **Virtual Environment (VE) deployment option**

### Storage/Hard Drive Sizing:

Count 1.6 KBytes/second of recorded audio (GSM format...our default storage format). For example, 100GB stores approximately 20,000 hours of audio.

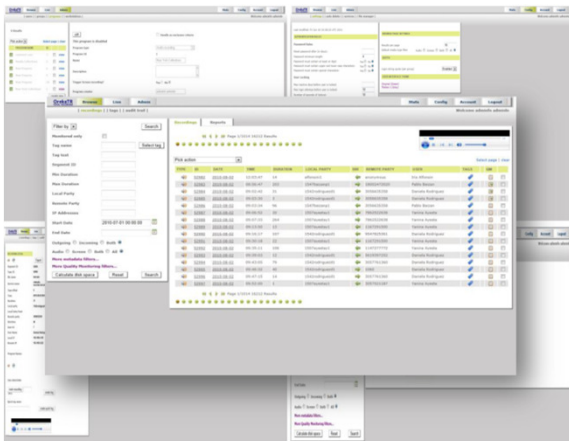
### Codecs:

G.711, G.729A, G.723.1, G.722, iLBC, GSM6.10

### Protocols:

SIP, Cisco Skinny, SIPREC, CALEA, H.323, MGCP, IAX2, RTP, Nortel UNISTIM

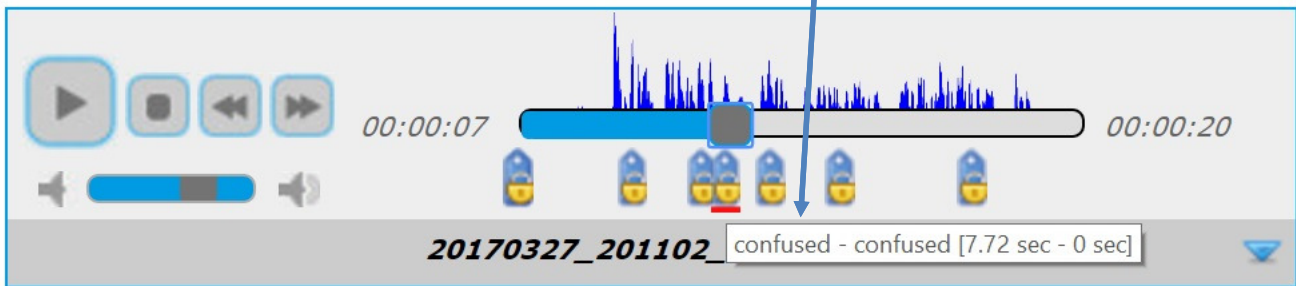
# OREKA TR



Pick action ▾      Select page | Clear page

ID	TAG TYPE NAME		
73	cancel my order	<input type="checkbox"/>	view
79	change my order	<input type="checkbox"/>	view
74	<u>confused</u>	<input checked="" type="checkbox"/>	view
82	good morning	<input type="checkbox"/>	view
80	hello	<input type="checkbox"/>	view
81	hi	<input type="checkbox"/>	view
78	Monitored	<input type="checkbox"/>	view
71	NativeCallId	<input type="checkbox"/>	view
84	New Tag Type	<input type="checkbox"/>	view
75	not happy	<input type="checkbox"/>	view

Create new



## SUPPORTED PBXs (partial list):

- |         |          |            |            |           |
|---------|----------|------------|------------|-----------|
| Aastra  | Alcatel  | Asterisk   | Avaya      | BroadSoft |
| Cisco   | Fonality | FreeSwitch | Metaswitch | Mitel     |
| NEC     | Nortel   | Panasonic  | Pingtel    | ShoreTel  |
| Siemens | Sutus    | Switchvox  | TalkSwitch | Tekelec   |
| Toshiba | Tribox   | Xorcom     | Zultys     | 3Com      |