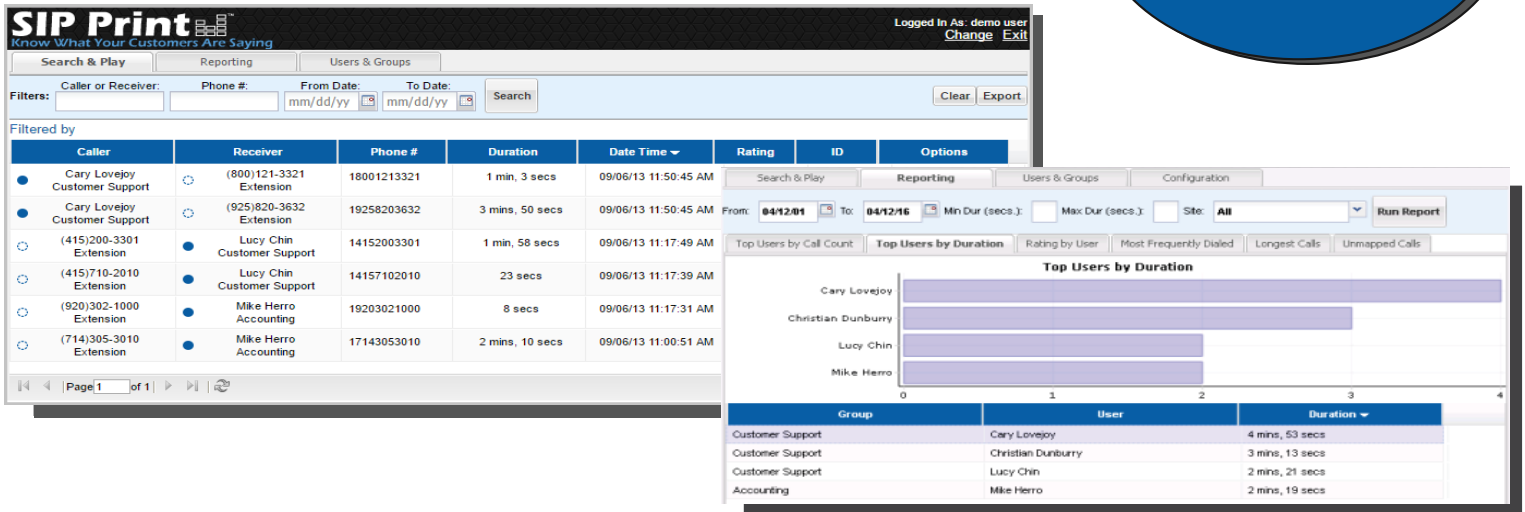


Understanding Customer Interaction is For Everyone

Highlights

- Unified Cloud Portal for All Users, Business Units and Locations
- Media Stored Locally and Centrally Within the Customer Network
- No Client or PC Installation Required
- Compatible with Cisco UCM and Business Edition
- Includes Deep Set of Reporting Capabilities
- Consume as a Service and Not a Capital Expense

The screenshot displays the SIP Print interface with a call log table and a reporting chart. The call log table is as follows:

Caller	Receiver	Phone #	Duration	Date Time	Rating	ID	Options
Cary Lovejoy Customer Support	(800)121-3321 Extension	18001213321	1 min, 3 secs	09/06/13 11:50:45 AM			
Cary Lovejoy Customer Support	(925)820-3632 Extension	19258203632	3 mins, 50 secs	09/06/13 11:50:45 AM			
(415)200-3301 Extension	Lucy Chin Customer Support	14152003301	1 min, 58 secs	09/06/13 11:17:49 AM			
(415)710-2010 Extension	Lucy Chin Customer Support	14157102010	23 secs	09/06/13 11:17:39 AM			
(920)302-1000 Extension	Mike Herro Accounting	19203021000	8 secs	09/06/13 11:17:31 AM			
(714)305-3010 Extension	Mike Herro Accounting	17143053010	2 mins, 10 secs	09/06/13 11:00:51 AM			

The reporting section shows a bar chart titled "Top Users by Duration" with the following data:

User	Duration
Cary Lovejoy	4 mins, 53 secs
Christian Dunburry	3 mins, 13 secs
Lucy Chin	2 mins, 21 secs
Mike Herro	2 mins, 19 secs

CALL RECORDING / PLAYBACK FEATURES

- Call Recoding in Standard Media Formats
- Call Playback on Standard Media Players
- Search by Agent Name
- Search by Area Code and Prefix
- Extension and Name Lookup
- Caller ID
- Fast Forward and Rewind
- Time and Date Stamping
- Email Calls Inline
- Secure Multiple Manager Access
- Archive and Audit Trail
- Column Sorting (on-the-fly)

CALL REPORTING FEATURES

- Most Frequently Dialed
- Longest Calls
- Call Details
- Top Callers by Quantity
- Top Callers by Duration
- Call Ratings by Agent

Understanding Customer Interaction is For Everyone

The SIP Print Cisco edition records calls for specified users without requiring any integration with a Cisco UCM or Business Edition. With 5 minutes of installation and 20 minutes of configuration you can start recording every customer interaction with up to 3+ years of storage. And with automated archiving, your calls can be stored in perpetuity.

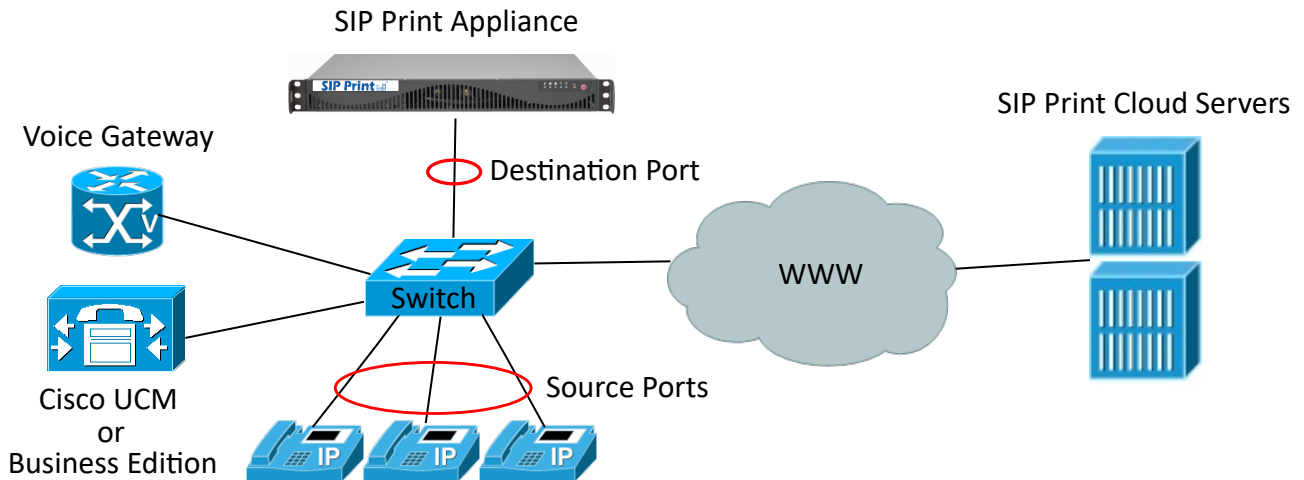
Options For Every Cisco Environment

Appliance Models	SME	SMB	Express
Recorded Users	200	70	15
Concurrent Calls	200	70	15
Minutes of Recording	18.6 Million	9.3 Million	2.3 Million
Admin/User Logins	Unlimited	Unlimited	Unlimited
Signaling Support	SIP/SCCP	SIP/SCCP	SIP/SCCP
Codec Support	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729	G.711, G.722, G.723, G.729

CALL CAPTURE FEATURES

- SIP Trunk Side
- Ingress/Egress
- Extension to Extension
- User and Extension Specific

SME



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