

MynaVoice Myracle

Advanced Capabilities, Rapid Installation, Affordable Price



Small and Medium Business (SMB) contact centers and branch office operations face similar business needs and challenges as those of large contact centers and enterprise environments. In the past, SMB's and branches had to compromise between price, capacity, capabilities and quality. Now, CyberTech provides a comprehensive, advanced, easy-to-install, and affordable offering tailored to the needs of SMB contact centers and branch operations, including PCI compliance call recording and quality management.

CALL RECORDING

Small and medium-sized contact centers and branch offices are not so different from large corporate contact centers. Although their agent population and call volume may be miniscule in comparison, their business requirements are similar. Like large centers, they need robust call recording to ensure regulatory and PCI compliance and quality management. MynaVoice Myracle delivers low-cost call recording, with the power of high-end call recording.



MynaVoice Myracle low-cost call recording offers many value-added enterprise-grade capabilities including:

- Intuitive configuration and administration application
- Localized or centralized storage which can incorporate several sites
- Simple and rapid deployment which requires less than half a day to install at a standard site, reducing IT personnel-related costs
- VoIP, TDM and screen recording on a single commercial off-the-shelf server to optimize investment in existing technology
- State of the art, web based application whose small footprint reduces facility costs

LOW TOTAL COST OF OWNERSHIP

MynaVoice Myracle enables you to capture customer calls in individual offices and throughout branch offices, all with one solution. The systems supports almost every PBX type, including D-channel capturing and CTI integrations. With its flexible and secure storage possibilities, calls can be easily found and replayed for quality management or dispute resolution. Calls can be archived to local or remote media in the event of future investigation or litigation. It offers low total cost of ownership as it can be deployed quickly and easily, maintained either locally or at a remote data center, and supports existing voice over IP (VoIP), Time Division Multiplexing (TDM) and hybrid networks in a single box, up to 200 recording channels.

my account | system installation | system configuration | system status | **recorded calls** | quit

calls search | column selection | **calls listing** | call statistics

Search results

Call ID	User handle	Channel	Start date	Duration	CLI Data	Direction	Mark...	Stat...	Remarks	Recorder IP...
539	Dave	1	2010-08-09 10:10:08	00:01:08	Peter_32 gespr			Available		44.1.1.101
542	Peter	2	2010-08-09 10:10:08	00:01:36	Melanie_30 gespr			Available		44.1.1.101
543	Dave	3	2010-08-09 10:10:09	00:00:01	Steve_24 gespr			Available		44.1.1.101
540	Susan	1	2010-08-09 10:10:12	00:01:08	Brown_21 gespr			Available		44.1.1.101
544	John	3	2010-08-09 10:10:13	00:01:08	Paul_39 gespr			Available		44.1.1.101
541	Anton	2	2010-08-09 10:10:16	00:00:51	Brown_21 gespr			Available		44.1.1.101
545	William	4	2010-08-09 10:10:17	00:00:25	Peter_32 gespr			Available	1	44.1.1.101
546	William	1	2010-08-09 10:10:19	00:01:36	Melanie_30 gespr			Available		44.1.1.101
547	Dave	3	2010-08-09 10:10:23	00:01:08	Peter_32 gespr			Available	3	44.1.1.101
548	Luisa	4	2010-08-09 10:10:51	00:00:25	Steve_24 gespr			Available	1	44.1.1.101
549	Peter	4	2010-08-09 10:11:25	00:00:25	Peter_32 gespr			Available		44.1.1.101
550	Anthony	2	2010-08-09 10:11:33	00:00:51	Dave 271 gespr			Available		44.1.1.101

1 2

Audio player: 09-08-2010 10:11:38.935

Call 550, remark: This is where

Call details: Main properties

Call ID	550	Start date	2010-08-09 10:11:33
End date	2010-08-09 10:12:24	Duration	00:00:51
Direction	Incoming	Channel	2
User handle	Anthony	Status	Available
Mark	Normal calls		
CLI Data	Dave 271 gespr		

Audit trail

12:44:45 Column selection applied and saved to stored view 'MyView'.

MynaVoice Myracle: Navigation, Call Listing, Audio Player, Comments, Call Details, Audit Trail

CONTACT

CyberTech International Middle East FZE
 P.O. Box 54934
 DAFZA, Dubai
 United Arab Emirates

Tel. +971 (0)4701 7166
 Fax + 971 (0)4701 7167
 Email: info@mynavoice.com



CyberTech is a recognised innovator of voice recording and monitoring applications. With solutions deployed widely throughout organisations in the public safety, financial services and call centre markets, CyberTech uniquely adds value through commercial-off-the-shelf (COTS) products and applications that are scalable, turnkey and easy to implement over a virtually unlimited number of channels. An unsurpassed commitment to customer satisfaction additionally assures maximised technology investments and quality of customer contacts without proprietary hardware, complex integrations or expensive software upgrades.