



If you have ever called a company, and then waited to speak with a live agent you may have heard the message that your call may be recorded. However, most likely your call is not being monitored at all: Call recording software and management is often unreliable and can be quite expensive.

As customer service, security, and legal requirements are of increasing concern, the ability to record telephone transactions is fast becoming part of normal business operations. NexVR is fully scalable from small to large organizations and offers a secure and reliable call recording system. Whatever the size of your company, NexVR is capable of meeting your needs – at a price you can afford.

## Why Do Companies Record Their Calls?

- Standard Business Procedure
- Improve customer service
- Legal or contractual compliance
- Increased security

The ability to record conversations dramatically improves your company's ability to service and retain customers. Recording transactions with clients allows you to improve employee training, evaluate performance, resolve disputes and increase your operational efficiency. A recorded conversation provides you and your customer with a vehicle to validate a transaction, while most breaches in security originate from unauthorized sharing of sensitive proprietary and customer data. Recorded conversations may play an important role to ferret out the origin of the leak.

Designed and engineered by our in-house developers, NexVR is available in two formats, as appliance software located on the client's server, or as a remote service delivered via the Public Switch Telephone Network (PSTN) or VoIP. NexVR records incoming calls and stores them for easy retrieval, while constantly monitoring itself for faults or problems.

Capable of recording up to 64 simultaneous calls in a single unit, it is able to keep digital quality recordings for many years due to its superior compression capabilities. NexVR is user-friendly and when delivered as an appliance can be sized to fit your individual business needs.

## Key benefits of NexVR:

**Easy Install** - because each appliance is the same in its basic design, any size system can be installed in a matter of days.

**Reliable** - NexVR uses a very stable operating system, high-end hardware components, dual power supplies, CPU's and hard drives. Our telephone interface is time tested, and easily serviced.

**Scalable** - the appliance can be configured and delivered with multiple interfaces for large applications or scaled down as needed. Storage space is expandable to the volume of recordings and the retention time required.

**Easy to Retrieve** - it is one thing to record a call; it is another to retrieve it. NexVR is equipped with an administrative interface that allows retrieval of calls based on a wide variety of criteria. Data is captured automatically by NexVR such as DNIS, Caller ID and Time/Date stamp. NexVR comes with an interface to enter user-specific data at the time of the call.

**Telephone Integration** - NexVR integrates with your analogue, digital telephone and VoIP PBX's. Because the appliance can be positioned upstream from the PBX, you are able to leverage your telephony infrastructure no matter what type of PBX you have.

**Multi-site Recording** - If your business operates from more than one location, NexVR is configured to allow all your calls to be recorded, warehoused and retrieved from the remote locations or one central point.

## The Bottom Line:

The decision to record or not to record calls is fast becoming a mandate. Many organizations that handle sensitive customer data are already faced with this reality. Call recording, storage and retrieval are a major operational, information technology and financial hurdle to overcome. NexVR is designed to make this an easy decision. Because NexVR integrates with today's or tomorrow's technology, your investment in the NexVR is one that will pay benefits for years to come.

## More Solutions from Nexus Management:

### NexStore

Forget backup tapes once and for all - let us take complete control of your data backups. All your data is backed up efficiently, securely and without any interaction from you

### NexMail

Cost Saving hosted Exchange 2003 solution. Bringing you all the benefits of Exchange 2003 with a fraction of their investment

### NexPro

Let us take control of your IT support and maintenance with fixed cost services allowing you to focus on your business.

### NexMon

Included in our NexPro service at no extra cost, NexMon provides remote 24/7/365 monitoring of your servers and network.

For further information on any of the products and services available from Nexus Management, please contact us by:

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0844 562 0487

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[info@nexusmgmt.co.uk](mailto:info@nexusmgmt.co.uk)

## NexVR Features:

NexVR can connect to multiple ISDN30 (PRI) or ISDN2e (BRI) lines and all channels are immediately available. We do not license individual channels.

Every call made via these lines will be recorded and stored securely on the resilient hard drives of the appliance in GSM, MP3 or WAV.

NexVR is a stackable device allowing configurations of beyond the single appliance capability of 4 E1 lines.

Built-in Storage and available in a number of resilient configurations from .25TB RAID1 storage to 3.5TB RAID5 storage, NexVR will grow with your business.

Remote Monitoring of the NexVR appliance is available via our Network Operations Centre providing 24/7/365 assurance that any problem with NexVR is quickly identified.

Incoming and outgoing calls can be split into Campaigns allowing call centres to run multiple telemarketing campaigns and group the recording for reporting and searching

Recorded Calls can be easily and quickly retrieved using the Web Interface using various criteria including:

- DNIS - Dialed Number Information Service (internal and/or Telco assigned)
- Campaign Name - Allows search filtering based on specific campaigns
- Date/Time - Allows searching based on Date or Time intervals
- Agent - based upon the agent name or their ID
- Phone - Internal extension number
- Customer - based on company name, first name or last name, phone number

NexVR is a web-based solution and offers extensive customisation options including the ability to create forms for the agents to complete. These forms can then be used for reporting and/or searching.



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