

*EasyLynq*

Dual-Mode  
Audio Recording  
System for  
VoIP telephony

**VOQQALE** 



Voice recording solution  
for VoIP telephony



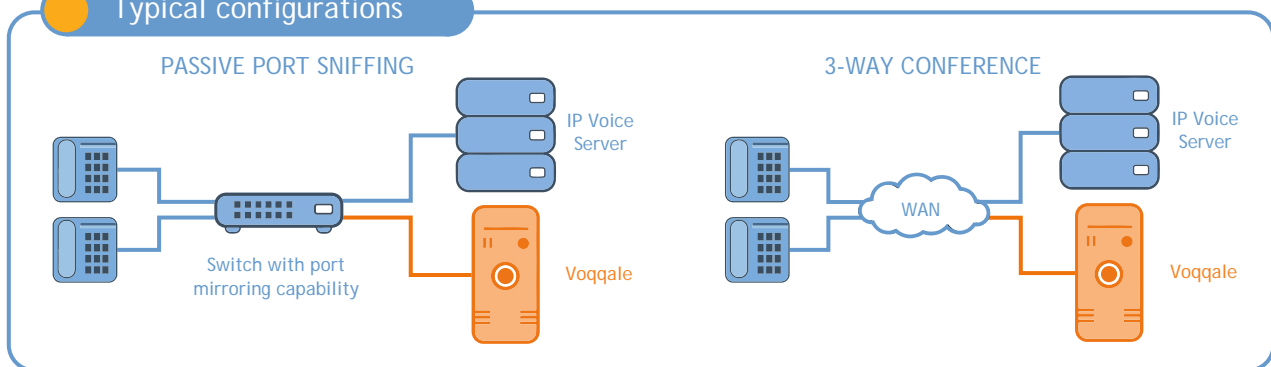
**EasyLynq Voqqale** is a state-of-the-art software-based voice recording solution for VoIP telephony networks, compatible with all major IP PBXs and voice servers.

Suitable for small-to-medium business, **EasyLynq Voqqale** requires no external hardware or expensive telephony equipment. It can record outgoing, incoming and internal calls, either automatically or on demand, based on custom recording rules such as direction and numbering plans.

**EasyLynq Voqqale** provides comprehensive standard reports with advanced search-and-replay, customized evaluation forms and call rating, live call monitoring/playback through standard computer speakers and configuration of multiple users and groups with selective access to the database. Recorded calls are encrypted to ensure the integrity of access to sensitive recordings and information profiles.

**EasyLynq Voqqale** helps companies to achieve higher levels of customer satisfaction and enhances productivity by accelerating employee training.

#### Typical configurations



#### Main features

- Two operation modes: Passive (Port Sniffing) and 3-Way Conference
- Compatible with major IP PBXs and voice servers
- Full-time and on-demand recording
- Several user profiles allow assigning permissions for monitoring, recording and playback
- Multiple groups of agents
- Live call monitoring
- Real-time display of calls in progress
- Detailed information collected and stored for each recorded call: start date and time, duration, agent ID and group, external caller ID and number, keyed digits and evaluation data
- Customizable questionnaires allow managers to evaluate their agents performance on a per-call basis
- Export/e-mail of call recordings and reports in a variety of file formats



Capture the entire interaction of telephone activities and silently monitor live conversations. With EasyLynq Voqqale, you ensure consistent and correct use of your business, identify training opportunities and remove barriers to employee productivity.

Active calls

State	Protocol	Caller	Caller name	Called	Called name	Codec	Ring	Conversation	Duration
Talking	SIP	311	Patrick Holmes	444	Factory	u-law (20 ms)	--	13:55	13:55
Talking	SIP	335	Kim Thurman	888	Warehouse	u-law (20 ms)	--	0:30	0:30
Ringing	SIP	338	Grace Norton	331	Julie Bennet		0:17	--	0:17

311 -> 444 (EasyLynq Voqqale)

3 elements

Group 'GPA' recorded calls

Group 'GPA' recorded calls  
 Period : 14/03/2014 00:00 -> 14/03/2014 23:59  
 All recorded calls

Date	Protocol	Caller	Caller name	Caller IP	Called	Called name	Called IP	Codec	Duration	Size
14/03/2014 14:36	SCCP	313	Peggy Taylor	192.168.5.207	311	Patrick Holmes	192.168.5.30	u-law (30 ms)	0:13	122 KB
14/03/2014 14:37	SIP	311	Patrick Holmes	192.168.5.30	313	Peggy Taylor	192.168.5.207	u-law (30 ms)	14:23	5289 KB
14/03/2014 14:46	SIP	116	Charles Palmer	192.168.5.246	555	Bursar	192.168.5.2	A-law (20 ms)	0:06	19 KB
14/03/2014 14:46	SIP	111	Steve Brown	192.168.5.245	444	Factory	192.168.5.2	A-law (20 ms)	0:13	133 KB
14/03/2014 14:47	H323	555296782		192.168.5.220	311	Patrick Holmes	192.168.5.231	A-law (20 ms)	0:22	156 KB
14/03/2014 15:28	SIP	111	Charles Palmer	192.168.5.245	444	Factory	192.168.5.2	A-law (20 ms)	0:12	113 KB
14/03/2014 15:29	SCCP	313	Peggy Taylor	192.168.5.207	311	Patrick Holmes	192.168.5.30	u-law (30 ms)	0:02	16 KB
14/03/2014 15:30	SIP	311	Patrick Holmes	192.168.5.30	313	Peggy Taylor	192.168.5.207	u-law (30 ms)	0:08	71 KB
14/03/2014 15:52	SIP	111	Steve Brown	192.168.5.245	444	Factory	192.168.5.2	A-law (20 ms)	0:11	111 KB
14/03/2014 15:52	SCCP	310	Jane Miller	192.168.5.203	311	Patrick Holmes	192.168.5.30	u-law (30 ms)	5:33	2219 KB
14/03/2014 16:49	SCCP	312	Rachel Hall	192.168.5.202	230	Anna McGraw	192.168.1.7	A-law (20 ms)	0:51	489 KB
14/03/2014 16:50	SCCP	313	Peggy Taylor	192.168.5.207	555714396		192.168.5.220	A-law (20 ms)	0:13	15 KB
14/03/2014 17:01	SCCP	313	Peggy Taylor	192.168.5.207	555296782		192.168.5.220	A-law (20 ms)	0:43	289 KB
14/03/2014 17:03	SCCP	313	Peggy Taylor	192.168.5.207	311	Patrick Holmes	192.168.5.30	u-law (30 ms)	0:13	116 KB
14/03/2014 17:16	H323	555714396		192.168.5.220	311	Patrick Holmes	192.168.5.231	A-law (20 ms)	0:26	197 KB

2013-06-18\_114915-21899897.elf 00:00:00 / 00:00:39

74 elements

Get deep insights into customer interactions by quickly navigating among recordings to locate critical calls. The flexible scoring mechanism of EasyLynq Voqqale lets you establish quality standards and best practices, identify patterns and analyze metrics at various levels.

## Technical specifications

- Protocols:
  - SIP v2.0 over UDP and TCP
  - SIP v2.0 over TLS (RFC 3261) [3-Way Conference mode only]
  - H323 [passive mode only]
  - SCCP (Skinny) [passive mode only]
- Codecs: G.711 (aLaw, uLaw), G.729 (optional)
- DTMF detection: RFC 2833, SIP INFO or automatic
- Capacity: up to 1024 simultaneous conversations

## Requirements

- Intel i5 2.6 GHz or higher
- Ethernet board 100/1000 Mb/s (two boards in passive mode)
- Microsoft Windows 2008, 7, 2012 or 8, 32 or 64 bits