EasyLynq

Dual-Mode
Audio Recording
System for
VoIP telephony

VOQQALE

EUROFLUXO

Voice recording solution
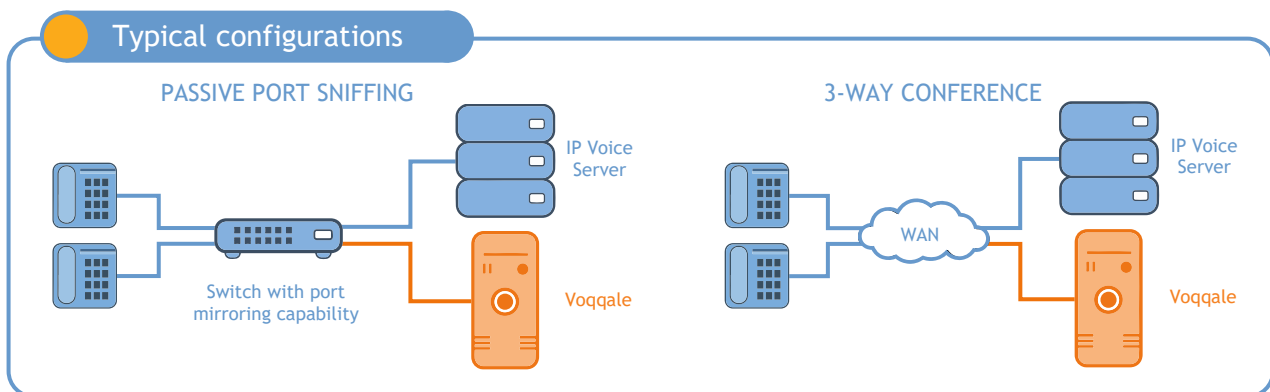for VoIP telephony

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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 any size company, **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

PASSIVE PORT SNIFFING

IP Voice Server

Switch with port mirroring capability

Voqqale

3-WAY CONFERENCE

IP Voice Server

WAN

Voqqale

Main features

- Two operation modes: Passive (Port Sniffing) and 3-Way Conference, including Cisco Built-in-Bridge, SIPREC and Altice GlobalConnect
- 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
- Web interface and transcription of recordings
- MiFID II compliant

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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.

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.

VOQQALE

Technical specifications

- Protocols:
    - SIP v2.0 over UDP and TCP
    - SIP v2.0 over TLS (RFC 3261) [3-Way Conference mode only]
    - SIPREC (RFC 7866)
    - H323 [passive mode only]
    - SCCP (Skinny) [passive mode only]
    - HFA (Unify) [passive mode only]
- Codecs: G.711 (A-law, µ-law)
- DTMF detection: RFC 2833, SIP INFO, In-Band or automatic
- Capacity: up to 4096 simultaneous calls
- Optional features:
    - Transcription of recordings (requires and account in Microsoft Azure, Google Cloud or SpeechMatics)
    - Web service (API REST/JSON)
    - Codec G.729
    - High Availability: operation in cluster mode, up to 4 servers, with shared or distributed storage

Requirements

- Intel i5 2.6 GHz or higher
- Ethernet board 100/1000 Mb/s (two boards in passive mode)
- Microsoft Windows 10, 11, Server 2016, 2019, 2022

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