



MAF UCR™

Client Side Voice Recording for Microsoft Unified Communications





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Client Side Voice Recording

Designed specifically for Microsoft Unified Communication, UC Recorder delivers simple to use, cost effective voice recording to assist organisations in training and dispute resolution.

By recording and monitoring calls employees can be assured of the highest levels of training for call handling resulting in increased customer satisfaction.

Specifics of a call can be verified and disputes resolved quickly which also safeguards your employees from abuse.

It has an intuitive browser based interface with easy search and playback or calls can be downloaded in MP3 format.

The client installation is quick and can be automated with calls being stored centrally either to our cloud or on customer premise servers.



Employee Training



Improved Quality



Dispute Resolution



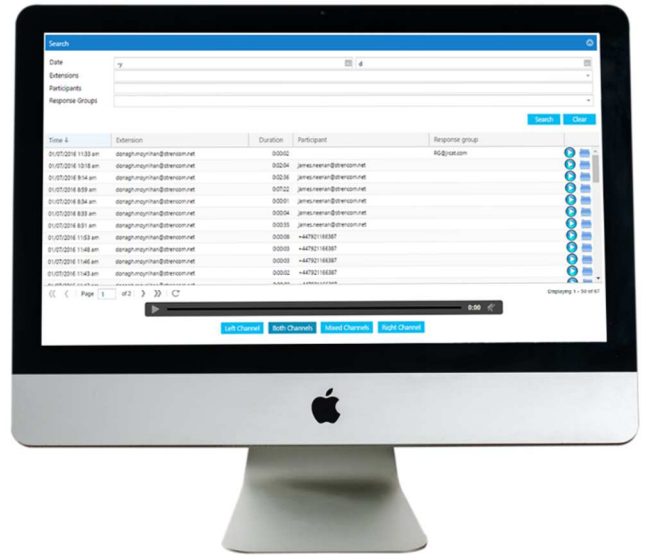
Simple Search



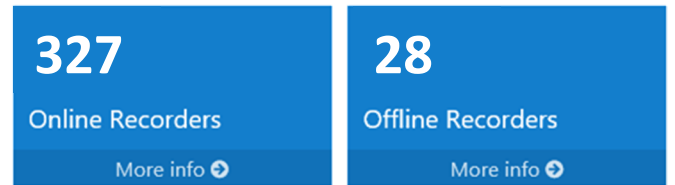
Cost Effective

MAF UCR™

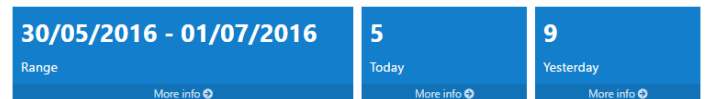
- Supports Skype for Business, Lync, Office 365 and Cloud PBX
- Simple to use browser interface
- Scalable from SME's to global corporates
- Centralised storage of calls
- Playback or download calls in MP3 format
- Delivered from the cloud or on premise
- Internal, External and Conference Calls
- Secure format to ensure file is not altered
- Developed using .NET and HTML5
- Access via any browser including Edge, IE10, Safari, Chrome and Mozilla
- Capable of supporting multi-tenancy environments
- Ability to reside on UC Analytics server where applicable
- Single shared data base with UC Analytics where applicable
- Client recorded calls pushed to central server on completion



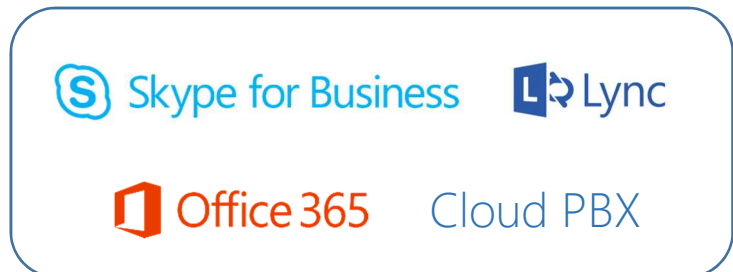
Search and playback



Live recorder details



Simple to view statistics



About us

MAF InfoCom™ has almost 20 years' experience in Call Management, Call Accounting, Telecom Expense Management, Telecom Audit, Telecom provisioning, Telecom Billing, Telecom Pricing, Telecom Cost Control and Call Logging. Our specialisation is analytics, reporting and recording of Unified Communications.

MAF InfoCom™ serves tens of thousands customers around the globe, in a large variety of branches. Monthly processing millions of calls, MAF InfoCom™, part of the MAF Unlimited™ Group is Europe's No: 1 in Call Management, Call Accounting & Telecom Expense Management.

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