



Storavox is one of the most flexible communications recording solutions for MCX, MCPTT and any other communication system for Public Safety, Air Traffic Control, Financial Institutions and Contact Centers.

- VOICE RECORDING
- SCREEN RECORDING
- VIDEO RECORDING
- RADAR RECORDING

General

Bumicom (founded in 1979) is a specialist in recording, quality monitoring and interaction analytics cloud solutions. Bumicom provides innovative solutions for recording, evaluation and analysis of communication. Our team provides voice logging, quality monitoring and interaction analytics cloud solutions that supports organizations in reconstructing incidents, remain compliant with laws and regulations, monitor transactions, increase customer satisfaction and improve processes. We are headquartered in the Netherlands and work together with partners and customers in Europe and across.

Solution overview

Storavox is one of the most flexible communications recording solutions available on the market. The foundation of the Storavox is based on Commercial Of The Shelf technology using industry wide accepted operating systems, network standard and IP telephony protocols. This allows for flexibility, scalability, continuity, integration to legacy IT networks and interfacing to all major communication platforms in mission-critical environments.

Advantages of Storavox

All-in one recording solution. Secure, Ease of Use and Flexibility.

Main features

- Recording – Full-time, selective and on-demand recording
- Screen Recording – Capture agent screen activities
- Video Recording – Capturing H.264 video streams
- Full replay, reconstruction and Last Call Repeat functionality
- Web based – Easy to use and browser compatible
- Quality Monitoring – Evaluation & reporting
- Transcription – Converts spoken word to text

Integrations

- Telephony: TDM, SIP, SIPREC and proprietary VoIP for all major platforms (AudioCodes, Avaya, Cisco, Genesys, Motorola, Mitel, NEC, Unify and many more)
- Intercom / PA Analog, digital, RTP and VoIP/SIP
- Radiocommunications TDM, SIP, SIPREC, RTP/VoIP, RoIP, 3GPP, ED-137, MCx
- SDS, SMS, location data
- Ambient microphones
- Screens VGA, DV, HDMI, DP using H.264 or lossless coding with resolution up to 8K
- Radar Serial and LAN / Ethernet interface
- Video / CCTV IP cameras and gateways based on H.264
- Metadata from source signals, CTI integration or via API's



Storavox Recording Platform

- Generic servers
- Modular and scalable
- 840 concurrent recording channels per server
- Windows Server 2022 Operating System
- Storage on external NAS/SAN or cloud
- Supports virtualization (VMWare / Hyper-V)

Storavox CTI

Interface for adding metadata / call details such as Agent ID, CLI/DDI, VDN, Skill, Unique Call ID, Customer ID, Call Type, Talk Group ID, Radio ID

Security

- Symmetric and Asymmetric Encryption (PKI)
- Authentication with Active Directory, SAMLv2 or 2FA
- Roll-based Access
- Audit Trail
- Logfiles
- GDPR compliant

Features

- Completely web based control for operation and system management
- Last Call Repeat
- Multi-channel playback
- Incident Reconstruction allows the user to view and play calls on multiple channel
- Export and Impound module
- Live Monitoring

Reports

Users can create and view scheduled and predefined reports about all available recordings and its metadata.

Quality Monitoring

Webcoach Quality Monitoring allows users to evaluate interactions based on customizable evaluation forms for coaching and training of employees. It provides an effective quality management tool to improve quality for every organisation.

User management

Create as many users as required and set their authorization using groups or individual user rights to access data of certain employees. Possibilities for integration with your Identity and Access Management (IAM) solution.

Connectivity

- VoIP signalling (SIP, H.323, RoIP, proprietary)
- TDM for analog and digital (BRI/PRI/E1/proprietary digital) signals
- CTI integrations with all major platforms
- Webservices API for external control, CRM/CTI integration
- Blacklist - Whitelist
- Record on Demand (Start / Stop of Keep / Delete)

Customer specific authentication

- Authentication using login name and password
- Additional two step verification
 - ✓ TOTP (Time based One Time Password)
 - ✓ E-mail token authentication
 - ✓ Duo Mobile authentication
- Four eyes Login principle support
- Comprehensive password policy support
- External authentication based on SAMLv2

Other features

- Role-Based Access Control (RBAC)
- Comprehensive Audit Trail
- Request to listen to conversations based on request to play

An individual or group-based profile with specific rights

- Search & Play
- Export of data
- Deletion of data (GDPR Compliant)
- Access to specific time periods

Retention time

Configurable retention rules with automatic deletion after retention time has expired.

Service and Support

On-premise and remote implementation, training and service & support.

For further information please contact us via:

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