Suppose it could be easy as 123
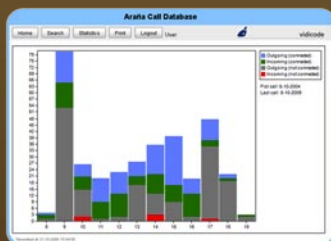
Just sit back and watch

The Araña software, easy access via the web browser to calls and information from your Call Recorders.

Araña creates a database with call information for which each user has their own access and access rights.

Araña has a number of features; automatic back up of the Vidicode Call Recorder(s), archiving of all calls, quick search of the database, play back of calls on the PC and Call statistics.

Araña runs in the background and fills an SQL database with all relevant data from the Vidicode CallRecorders. Access Araña via the web browser and query the database on Date (range), Name, Incoming or Outgoing number and Direct dial. Recordings can be downloaded to the PC, played back or attached to an e-mail.

Araña's Call Statistics make it possible to analyse calling behaviour in your organisation from different perspectives. The graphical representation of call statistics, combined with the search options, provide important information at a glance. Araña comes in two versions, Single user and Multi user. Araña can be installed as a Windows service.

vidicode

Specifications

Specifications

Araña server can be installed on the following operating systems:
Windows XP / Windows Vista / Windows 7
Windows Server 2003 / Windows Server 2008

Araña can be implemented and installed as a Windows Service. This means that it runs in the background and is active, even if nobody logged in

Web-based interface can be accessed from:
Internet Explorer, Firefox, Safari

Dynamic library files accessible from different OS (Windows, Linux, Apple)

Works with Vidicode Call Recorders with a network interface

Araña takes limited disk space

Features

Advanced search; date / date range, Incoming number / name, Outbound number / name, Connected number / name

Graphic or table view of call statistics, printable

Statistical data can be exported (e.g. to MS Excel)

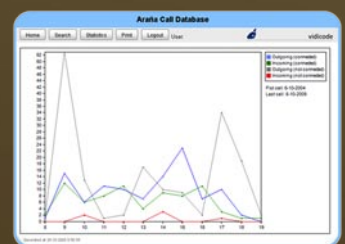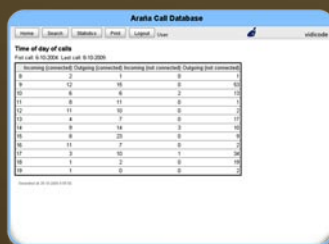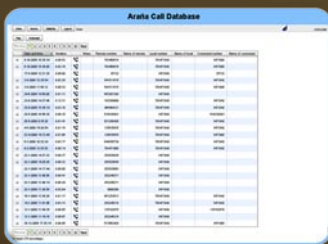Automatic back up on server of all data on the Call Recorder

Download, play back and e-mailing of recordings

Automatic update of call listing

User login system with user names, passwords and permissions.

Shared notes field and shared names field.

No software needed on users PC

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Toll Free: (877) 389-0000

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