

Comstice Call Recording

Data Sheet



On-Premises Audio Recording

Comstice offers an audio recording solution for compliance recording, quality assessments and customer sentiment analysis. The solution also creates transcripts of the recorded audio and stores on its local database. Users can do a keyword search on this solution as well as analyse the conversations for new ideas, common complaints and agent service quality assessments.

Automate Service Quality Assessments

You can create rules to automate service quality such as whether agent greeted the customer with name and similar criteria. Each call is checked for the criteria and marked as one or zero. You can get a report about what percentage of the calls agent answered the call with her name.

Protect Customer Voice

In the age of AI and voice biometrics, it is very important to store the audio recordings safely since they can be used for fraud and other illegal activities. Comstice Call Recording runs on-premises with the full privacy of your network.

Learn from Customer Conversations

Using AI that you can run locally, you can analyse the call transcripts and filter the new feature requests, product ideas, common complaints and overall customer's position in the upselling lifecycle. You can try to guess the potential next purchases or possible cancellations and take actions proactively.

Monitor Real-Time Customer Sentiment

Supervisors can monitor the real-time sentiment, get flagged about any negative sentiment so that they can start silent monitoring, barge or intercept without the need from agent to flag up the call.

Real-Time Recommendations for Potential Resolutions

Real-time call transcripts can also be used for querying the knowledge base and proposing agents potential resolution steps.

Comstice Call Recording Features

On-Premises and Fully Encrypted

Comstice Call Recording solution runs on a Linux VM and can be hosted on-premises. You can enable encryption on the database as well as the hard drive.

Integrates with CDR data

Comstice Call Recording integrates with the CDR data of the IP PBX or generates its own CDR so you can search for the calling number, called number and other parameters available.

Audio Transcripts

Comstice Call Recording creates the text transcripts of the calls and stores them in the local database. Users can do a keyword search to find the calls with specific keywords.

Post-Call Customer Sentiment Analysis

Comstice Call Recording has AI-powered analytics module that can analyse the customer sentiment on each call. This is an optional component since it requires additional hardware resources and vector database optimisation.

Real-Time Customer Sentiment Analysis

Comstice Call Recording can also transcribe the call audio real-time and alerts the real-time customer sentiment in a dashboard. Supervisors can silently monitor active calls with negative sentiment, barge in or intercept if needed.

Real-Time Recommendations to Agents

Call Transcripts can be analyzed and potential resolutions can be pulled from the knowledge base for the agent.

Draft Knowledge Base Articles

Call transcripts can be used to create a draft knowledge base articles to resolve similar issues in the future. A narrator can finalise and post the article into the knowledge base.

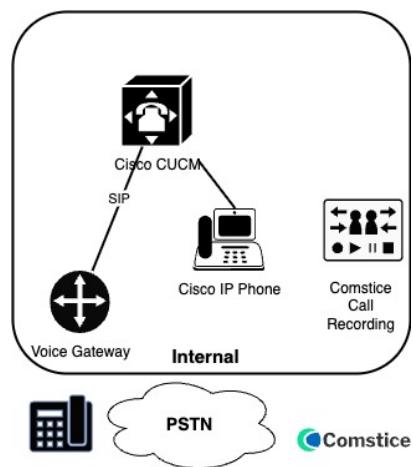
Integration with Cisco CUCM

Comstice Call Recording can integrate with Cisco CUCM in two ways;

- Using SIPREC and Comstice SIP SBC
- Using Cisco CUCM Built-In Bridge

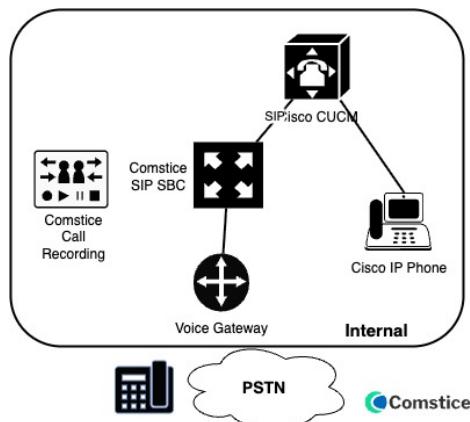
Cisco CUCM Built-In Bridge

Integration with Cisco CUCM does not require any design change and relatively quicker. SIP Trunk and JTAPI integration with Cisco CUCM helps to retrieve the audio streams of the calls for recording and meta tags. Integration with the CDR helps to do a search as well.



Using SIPREC

SIP standard includes an audio recording standard called SIPREC. With SIPREC, each call needs to go through Comstice SIP SBC. Comstice SBC Media module creates a copy of the audio stream and sends it to the recorder. This solution does not require Avaya licenses, therefore helps to manage the cost.



Draft Project Plan - Cisco

Task	Owner
Provide VMs or Docker images	Comstice / Week 1
Upload Comstice OVAs to VMWare or provide RedHat Server as VM	Client / Week 1-2
Configure CUCM Recording (or update the call flow with Comstice SIP SBC)	Client / Week 1
Configure Cisco CUCM CDR with Comstice	Client & Comstice / Week 1-2
Deployment of Cisco Finesse gadgets for real-time sentiment analysis	Client & Comstice / Week 1-2
Provide the requested information for SSO integration	Client / Week 2-3
Configure SSO Integration	Comstice / Week 2-3
Power User and Admin Training	Comstice / Week 3-4
UAT	Comstice / Week 3-4

Comstice Audio Recording

Comstice Audio Recording portal helps you to grant access to users with profile-based restrictions. User can search for each call, filter based on the sentiment, phone numbers and time intervals.

Call Tracker

Relative Range Absolute Range

Time Range

Today

Select Agent

All Agents

Select Queue

All Queues

Calling Number Includes

Called Number Includes

Sentiment

- All
- Neutral
- Positive
- Negative

Search Results

[Back to Search](#)

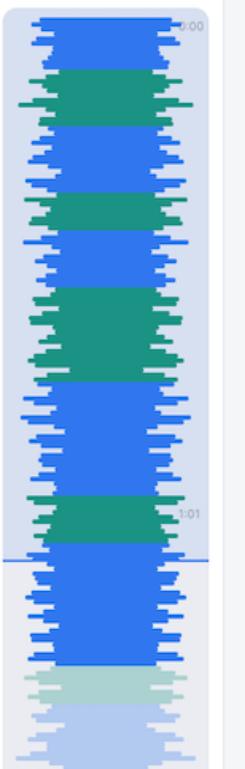
[Export to XLS](#)

CALL ID	START TIME	END TIME	CALLING NUMBER	CALLED NUMBER	QUEUE NAME	AGENT NAME	DIRECTION	SENTIMENT	DURATION	TRANSFER	CONF
132911	25/12/2025, 10:00:13	25/12/2025, 10:05:39	+14140247124	2003	Billing	David Sailor	Inbound	Neutral	5:26	Yes	No
132912	04/01/2026, 18:58:53	04/01/2026, 19:09:13	+13614544787	2003	USSales	David Sailor	Inbound	Positive	10:20	No	Yes
132913	06/01/2026, 14:27:28	06/01/2026, 14:35:18	+19152843902	2002	EUHelpdesk	Andrea McElroy	Inbound	Neutral	7:50	No	No
132914	10/01/2026, 15:17:38	10/01/2026, 15:25:07	+17480653531	2010	Technical	Robert Taylor	Inbound	Negative	7:29	No	No

Call Transcripts

Comstice Call Recording can create call transcripts for each call. These transcripts can be used to create draft knowledge base articles to document future resolutions and they can be recommended to the agents real-time.

Call Review Pending
CALL-2024-0847

 Sarah Mitchell (AG-1042) +1 (555) 234-8901 4:05 Jan 15, 2024, 03:32 PM Billing Inquiry

Transcript
15 messages

Agent 0:00
Thank you for calling Apex Solutions, my name is Sarah. How may I assist you today?

Customer 0:05
Hi Sarah, I'm calling about my recent bill. There's a charge I don't recognize.

Agent 0:11
I'd be happy to help you with that. May I have your account number or the phone number associated with your account?

Customer 0:18
Sure, it's 555-234-8901.

Agent 0:22
Thank you. I can see your account here. Which charge are you inquiring about?

Customer 0:28
There's a \$49.99 charge labeled 'Premium Service Fee' from January 10th. I never signed up for any premium service.

Sentiment Analysis

Comstice Audio Recording offers an additional module for real-time sentiment analysis. Call transcripts are generated real-time and customer sentiment is marked as positive, neutral or negative.

Call transcript can also be used to search for the potential resolutions of the reported problem.

The screenshot shows the Cisco Finesse interface. At the top, it displays 'Cisco Finesse' and a 'Talking' status with a timer at 00:00:24. Below this, a call log entry for Michael Littlefoot is shown with the following details:

Name: Michael Littlefoot	00:24 ^	+14085551212	Keypad	Hold	Transfer	Consult	Wrap-Up ▾
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Customer details:

Customer Status : Gold	Issue : Billing issue
Phone Number : +1-408-555-1212	Membership Number : 123456789
Email Address : michael.littlefoot@email.com	Data Card Number : 12345678900001234
Address : 3772 Sierra Road, Long Long Address, San Jose, CA 95140	Alternate Contact Number : 000 987 654 321
Account Number : 123456789	Other : More detailed issue info

Buttons: End, Revert, Save.

Below the customer details, there is a 'Talking' status bar with a video camera icon and an 'Enable Video' button. The 'Comstice' logo is also present.

Call Transcript:
Customer Sentiment: **Request Assistance**
Customer Transcript:
Hi, I have my bank account suspended and I would like to know why. I can not transfer any money. I can only receive money into my account. I have not received that letter. When was this sent? Why didn't you call me? I am on my vacation and I can not access to my bank account it is very frustrating. What documents do you need? Can you give me some time? Maybe two weeks so I can access my account? I can not send any document this week. I am on vacation.

Agent Transcript:
Thanks for calling Comstice. My name is Anna. How can I help you today?
Let me have a look for you. It looks like we have sent a letter requesting some information about your ID and proof of address. Have you sent those to us? It is a regular check that we have to do to comply with the law every five years. Since it is confidential information, we have sent a letter to your address. Are you able to provide those documents? I see. Let me check with my supervisor to see if there is anything we can do.

Recommended Actions:
[Handling suspended accounts](#)
[KYC/AML Documents needed for Account Verification](#)
[Steps to unlock suspended accounts](#)

Supervisor Assist

Team leaders can monitor customer sentiment on each active call, barge or intercept if needed.

 Cisco Finesse  Not Ready 00:00:17

Agent Name	Duration	Sentiment
 Raphael Gray	03:45	Positive
<i>Customer Transcript:</i> Hi, I have my bank account suspended and I would like to know why. I can not transfer any money. I can only receive money into my account. I have not received that letter. When was this sent? Why didn't you call me? I am on my vacation and I can not access to my bank account it is very frustrating. What documents do you need? Can you give me some time? Maybe two weeks so I can access my account? I can not send any document this week. I am on vacation.		
<i>Agent Transcript:</i> Thanks for calling Comstice. My name is Anna. How can I help you today? Let me have a look for you. It looks like we have sent a letter requesting some information about your ID and proof of address. Have you sent those to us? It is a regular check that we have to do to comply with the law every five years. Since it is confidential information, we have sent a letter to your address. Are you able to provide those documents? I see. Let me check with my supervisor to see if there is anything we can do.		
 Archer Griffiths	00:45	Negative Barge Intercept
 Steven Brown Gardner	00:11	Negative Barge Intercept
 Damian Black	06:18	Neutral

[Agent CSQ Statistics Report](#) [Agent Team Summary Report](#)

Technical Infrastructure

Comstice Audio Recording will run as docker containers on a Linux VM. VMWare or OpenShift/Kubernetes can be used. Minimum two servers are recommended for high availability;

Name	Qty	RAM	CPU	HDD	OS
Comstice Recording Server	2	32GB	4xvCPUs	500GB	Ubuntu 20LTS / Redhat 8/9

Comstice-Hosted Model

The hosted environment is geographically separated. Comstice Cloud servers can communicate with your telephony environment using dedicated public IP addresses or site-to-site VPN with the client's hosting environments.

Each hosted server is monitored using multiple applications;

- Container Monitoring: Monitors the container performance, activity and the logs
- Syslog Monitoring: Analyzes the detailed application logs to report ERROR and Warning conditions to Comstice Operational Team.

If needed, there are additional security features such as;

- DDoS Attack Prevention Service: Cloud-level extra protection for DDoS attacks
- Dynamic Login Page Service: User will access to a frontline page and will request a login weblink by email. Comstice will provide a temporary weblink to login which will be valid for 8 hours (configurable). This helps to avoid Comstice application login pages to be directly accessible in the public Internet.



Please enter your e-mail address
and we will send you the login link

E-Mail Address

Write your e-mail here

SEND ME LOGIN LINK

Support

What does it cover?

Comstice provides a software maintenance support for the Comstice Call Recording software. It is a break-fix support.

Standard Support is provided on a 24-hr email response and up to 5 business days fix basis due to all the dependencies around the solution. It is available in weekdays, between 4AM-11PM US Eastern.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. Priority support is available 24/7 with no additional cost and requires High Availability server.

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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