ESI Media Management

Media Manager

File   Tools   Archive   Help

Data Categories

Video Recordings
- All Data
- Filters

Audio Call Logs
- All Data
- Filters

Call Activity (SMDR)
- All Data
- Filters

Fob Activity
- All Data
- Filters

Audio Call Recording Filter

Select Date Filters:

- ● All Dates
- ○ Static Date Range   From Date: 9/15/2011   To Date: 9/15/2011
- ○ Dynamic Date Range   In the Last: 1   Days

Clear   Save

Time Frame:	1 Hour	Direction:	Extension:	Department:	CO Line:
All		All	All	All	All
08 AM - 09 AM		INCOMING	112	290	1
09 AM - 10 AM		NO_CALL_RECORD	115	291	2
10 AM - 11 AM		OUTGOING	124		3
11 AM - 12 PM		TRANSFER	134		4
12 PM - 01 PM			136		5
01 PM - 02 PM			143		
02 PM - 03 PM			160		
03 PM - 04 PM			176		
04 PM - 05 PM			192		

Audio Call Logs

Refresh

	Time Stamp	Duration	Direction	Name	Number	Extension	Notes	File Name(s)
	9/15/2011 12:53 PM	00:06	Incoming	CHENG	124	Ext 112, Ext 124		124_9_15_...
▶	9/15/2011 12:52 PM	00:59	Outgoing	KIMBERLY S	136	Ext 112, Ext 136		136_9_15_...
	9/15/2011 12:51 PM	00:05	Incoming	JASON L	134	Ext 134, Co 1	Privacy	No recordin...
	9/15/2011 12:50 PM	01:24	Outgoing	BECKI V	115	Ext 115, Ext 204		115_9_15_...
	9/15/2011 11:25 AM	00:07	Outgoing	DAVID BMT	258	Ext 192, Ext 258		258_9_15_...
	9/15/2011 11:25 AM	01:29	Outgoing	DANA R	204	Ext 204, Ext 258		204_9_15_...
	9/15/2011 11:19 AM	00:14	Incoming	UNAVAILABLE	00-000-0000	Ext 192, Co 2		23_9_15_...

ESI Media Management

Know more. Reduce risks. Manage better.

An organization depends on its ESI system[1] for such critical functions as call handling and voice mail. But you can gain a much better handle on your organization and reduce many inherent risks by capturing, storing, and analyzing the enormous amount of data that comes through your ESI system. This is the essence of **ESI Media Management**.

Once your ESI system is properly equipped and licensed[2], authorized users may then use the *ESI Media Manager*™ PC application to access the following types of data:

- **Audio call logs** — Automatic recordings of incoming and outgoing calls (commonly known as *call logging*) can be invaluable in assessing how your personnel are making, taking, and handling calls, particularly if you're interested in continually improving your customer support functions. You decide which calls to record — either all calls, or selected lines, departments, or extensions.

- **System call activity** — With ESI Media Management installed, your compatible ESI system stores records of all incoming and outgoing calls, using all the fields available in ESI's expanded version of the industry-standard SMDR format. *ESI Media Manager* lets your administrator easily access these records for accurately analyzing and managing your system's use.

- **Video recordings** — If your system is equipped with optional video cameras, you can use *ESI Media Manager* to review captured footage.

- **Building access records** — If your system is equipped with optional ESI Presence Management, *ESI Media Manager* gives you the power to see who entered (or tried to enter) your facility and its protected areas.[3]

Access to information is customizable by extension, so you can allow authorized users to see only information required for their roles. Certain information, such as call activity and building records, is accessible by only a user with administrator rights.

Best of all, ESI Media Management eliminates the need for a separate means of monitoring your organization. With ESI Media Management, you get the whole package in the ESI system you already know.

Read on to learn how ESI Media Management helps you manage your organization more effectively. For additional information concerning ESI Media Management, contact your Certified ESI Reseller or visit **www.esi-estech.com/media**.

Here's where you and your leadership team get the big picture. From the informative ESI Media Manager *display, authorized users have instant point-and-click access to your ESI system's stored recordings and data.*

Easily find critical information.

For each type of data, *ESI Media Manager* lets you use **filters** to find critical information. All data types allow filtering by date and time; each data type adds its own specific set of filters. You also can create and save custom filters for re-use. Got a customer saying he gave an important order yesterday at 9:25 AM to an employee who now has no memory or record of it? *ESI Media Manager* can help you determine what really happened. That's just a sample of the fact-finding power that authorized users gain with *ESI Media Manager*.

Record and monitor call activity.

An authorized *ESI Media Manager* user can review, and save as .WAV files, audio recordings from incoming or outgoing calls coming through the ESI system. A special privacy feature lets system users flag active calls that should not be recorded.

The SMDR call records, which may be filtered by the same variables used to filter audio recordings, can be exported to .CSV files for use in a spreadsheet or database.

Make ESI options even better.

The potent combination of *ESI Media Manager* and certain optional ESI capabilities will maximize your ability to monitor your facilities, both in real time and historically.

Video recordings

Video data from cameras are streamed to and saved on the system. *ESI Media Manager* makes it easy to view the video data, stored on the system as MPEG-4 files (.M4V) that *ESI Media Manager* can save to a PC.

Building access records

Each use of an ESI Presence Management "electronic key" (fob or card) to enter a protected area generates a building access record for viewing from within *ESI Media Manager*. Such records can be exported to .CSV files for use in a spreadsheet or database.
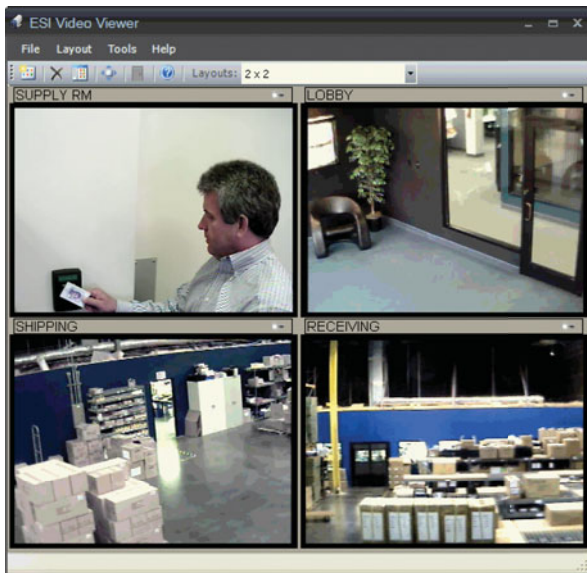
Archive data for permanent storage.

An ESI system with ESI Media Management onboard can archive data in standard PC file formats for permanent storage on a server or PC on your network. A user with administrator rights can set up automatic backups. An ESI Communications Server can even store data directly from the ESI system to a "thumb drive" (or other USB-based standalone storage device). The IP Server 900 stores data on an external eSATA drive, giving you the flexibility to choose the right device for you.

ESI Media Management

ESI Media Manager*'s built-in video player allows you to see stored video footage from cameras that are connected to your ESI system. The footage also can be exported for viewing within standard video applications.*

You can monitor live video using the ESI Video Viewer *application (optional Advanced version shown). Consult your ESI Reseller to learn more about* ESI Video Viewer.

For quick playback of call recordings, ESI Media Manager *includes this convenient built-in audio player. The audio recordings are standard .WAV files which may also be used from within most standard audio applications.*

Enables better management of your organization

- Administrator-level users can use *ESI Media Manager* software to review and analyze audio call logs, call records, building access records, and video recordings
- Intuitive filtering allows pinpoint identification of just the files you want — and filters can be custom-created and saved for re-use
- Helps reduce many of the risks of managing an organization, by providing access to more and better information about day-to-day operations

Maintains record of calls

- Keeps recordings and data from selected incoming and outgoing calls
- Audio recordings enable more accurate focus on communications, assisting customer support efforts
- Call records (SMDR), accessible by administrator-level user, provide complete details on calls' origins, destination, and timing

Enhances monitoring of facilities using ESI options

- Use ESI Presence Management records to review all building access details
- Captured video files may be viewed from within *ESI Media Manager*
- Live video is available via *ESI Video Viewer* application

Allows permanent use and storage of data

- Data, audio, and video can be exported for use within standard PC applications
- For archiving: IP Server 900 can save files directly to an eSATA storage drive (up to 2 TB capacity); ESI Communications Server can save files directly to LAN-based storage or USB-based devices

Provides special features to system administrator

- *ESI Media Manager* allows selection of which extensions, departments, or phone lines will be monitored, as well as which users have access to recordings and data
- Administrator-level user can create automatic backups, to archive information for permanent storage

ESI requirements

- Compatible ESI system (visit www.esi-estech.com/media for an up-to-date list) with appropriate hardware and licensing
- Any of the following ESI phones (IP or digital): ESI 250 Smartphone; ESI 60 Business Phone; ESI 40 Business Phone; 48-Key Feature Phone
- Highly recommended: Caller ID[4] service from telephone provider
- For building access records: ESI Presence Management (including at least one ESI Presence Management RFID Reader)
- For video: Either of the following . . .
  — At least one ESI Video Adapter and one video camera[2]
  — At least one compatible IP video camera[2]

Computer system requirements

- *Microsoft® Windows 7, Vista,* or *XP*[5]
- Intel® Pentium® II 400 MHz processor or better
- 2 GB RAM
- Hard drive free space: 15 MB for software, 3 MB for temporary setup files
- For audio: Sound capability (either audio card or on-board audio), speakers, and/or headphones.
- For video: 256-color (eight-bit) video output; separate video card is preferable to built-in CPU video support, particularly for viewing multiple motion-detection-enabled cameras

For more details about ESI Media Management, *visit* www.esi-estech.com/media.

We Make It Easy To Communicate