



Call Recording

All calls are 100% compliant and are individually secured and encrypted at source. Calls can be recorded with any brand of PBX, trunk or VoIP extension side. Foundation supports multiple time zones and recording locations and has the ability to search, sort and locate your calls within seconds from any device, anywhere.

Whether you have one location with five extensions or a nationwide infrastructure with multiple branches and process millions of calls, our complaint logger is the solution for you!

Effective 1 July 2024 - 30 June 2025

ATMOS STORAGE - TOTAL HOURS	MONTHLY PER SITE EXCL VAT
500	R390.00
1,000	R650.00
4,000	R1,315.00
10,000	R2,115.00
20,000	R2,885.00
50,000	R4,360.00
100,000	R5,770.00
250,000	R12,505.00
500,000	R21,100.00
1,000,000	R37,000.00
Additional 1,000,000 hours of storage	R37,000.00

ATMOS PLUS - MONTHLY	MONTHLY PER USER EXCL VAT
Basic user Licenses (Playback User)	3 users per site included with Storage pricing
Additional Basic user Licenses (Playback User)	R150.00
Atmos Plus - Advanced user Licenses	R960.00
Atmos Plus - QA user Licenses	R1,900.00
Screen capture Licenses	R380.00
Screen capture Licenses - Agent Notes only	R180.00
PCI Compliance Licenses	R180.00

* PLEASE NOTE: once a customer's monthly storage exceeds their current package, they will automatically be upgraded to the next storage package up and be charged accordingly.

* Client Screenshots are kept for 60 days (longer storage plans are available)



CALL RECORDING FEATURES

- ✔ SSL security
- ✔ Fully compliant
- ✔ Multi-site support
- ✔ Mobile compatible
- ✔ 99.99% availability
- ✔ On demand recording
- ✔ Cloud storage for backups
- ✔ Unlimited supervisor, admin access and easy setup of agents and supervisors
- ✔ Audit trail with log of who has played, downloaded or emailed calls
- ✔ Live call statistics showing number of calls recorded - total, daily and weekly
- ✔ All calls securely recorded with advanced security and a 256 bit AES encryption
- ✔ Compatible with any PBX, traditional or VoIP
- ✔ All calls securely recorded and encrypted
- ✔ Unlimited growth potential
- ✔ Web-based (HTML5 architecture)
- ✔ Easy access and playback via web based application



SESSION
TELECOMS

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Note:

1. Prices will be increased on 01 July 2025, and escalate on an annual basis by a minimum of CPI. In the event that the Exchange Rate used (ZAR/US\$) deteriorates by more than 15%, CCSA reserves the right to change the prices, however this will be done in consultation with the Reseller.
2. In the event of the reseller proposing a fixed term pricing to their customer (i.e. 12, 24 Months etc.) for site billing (as above) the fixed term pricing is to be agreed with CCSA on a case by case basis. The Fair Usage Policy would apply depending on the clients requirements.
3. A customer is required to give 30 days notice of cancellation.
4. If they wish to have their recordings downloaded in a .wav format, there is a once off cost for this service and you can request a quote from your Account Manager.

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Building 15, Centuria Office Park, 265 Von Willich Ave, Centurion, South Africa
+27 (0) 86 006 1000
sales@sessiontelecoms.co.za
www.sessiontelecoms.co.za