

Revcord Pre-Sale Survey Form

Customer Name: _____ Main Contact Name: _____

Phone: _____ E-mail Address: _____

Telephony Information

<u>Question</u>	<u>Response</u>
PBX Make	
PBX Model And Version # of Phone Switch	
Handset Model	
Number of Analog Channels	
Number of Digital Channels	
Number of VoIP Channels	
Are Beep Tones required? (Analog Only)	
Are you using a Hosted PBX?	
VoIP signaling protocol (SIP, H,323, SCCP)	
If SIP, do you want to record passively via a mirror/ SPAN port or via active SIP Invite? Why?	
Compression used in VoIP system.	
Is your VoIP traffic encrypted?	
Numbers of switches phones are connected through.	
Are all VoIP phones on a discrete VLAN so that data and voice are not on the same switch port?	
Do you have a VLAN "intelligent switch" that can mirror/SPAN all of the phone traffic to a single port?	
Are current phones using static IP addresses?	

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Radio Information

<u>Question</u>	<u>Response</u>
Are you currently recording radios?	
Does your current voice recorder show the radio ID numbers for each recorded radio call?	
Is your radio system conventional or trunked or both?	
<u>Conventional Radio</u>	
How many conventional frequencies do you want to record?	
Do your conventional radios transmit ID numbers?	
What protocol is used to provide ID numbers? P25, MDC-1200, FleetSync, etc?	
<u>Trunked Radio</u>	
What type of trunking system? P25? Motorola 3600 baud? Etc?	
What manufacturer? Motorola, Harris, etc?	
What is the official name of the trunking system? Or who is the owner? State system, county system, etc?	
Are you recording by ISSI/CSSI?	
If it is Motorola, do you currently have an AIS Server?	
If it is Harris, do you have a Trim PC or Symphony/ Maestro integration?	
How many talkgroups do you want to record total?	
How many of the total talkgroups are secure (encrypted)?	
How many frequencies do you have?	
Are you interested in the ability to record 100% of all radio traffic from all talkgroups on a trunking site? (Note: This can be done in an economical manner by recording frequencies – Phase 1 only)	
Are you interested in recording trunking system "private calls"?	
What radio consoles are you using make and model?	

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How many consoles do you have?	
If you are using individual radios to record, how many radios are being utilized?	
Are there additional radios available as an audio source?	

CPE (9-1-1) Equipment Information

<u>Question</u>	<u>Response</u>
CPE Make	
CPE Model And Version # of Phone Switch	
Number of Analog Channels	
Number of Digital Channels	
Number of VoIP Channels	

Feature Set Review

<u>Revcord Features</u>	<u>Current Logger Features Used</u>
ANI/ALI	
Backup Software	
Bookmarking and Call Commenting	
Bookmarks Save With Playlists	
Call Redaction	
Cloud Based Backup System	
Cloud Based Recording	
Commercial Off The Shelf Hardware and Software	
Dashboard Page	
Enterprise Operations – Virtual Universal View	
Full HTML5 Browser Support	
Geo Tagging Playback	
Geo Tagging Reports	
Geo Tagging Search	
Incident Re-creation	

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<u>Revcord Features (cont.)</u>	<u>Current Logger Features Used (cont.)</u>
Inquire Plugin	
Instant Recall Lite and Instant Recall Full	
Monitor "Dashboard" and Live Call Control	
Monitor Active Screen Being Recorded	
Monitor Inquire Live Streams	
Multi-tenancy	
Next Generation 9-1-1 (NG9-1-1) i3 Compliant	
Popup for Inactivity	
QA Reports	
Quality Assurance Evaluation	
Reports and Statistics	
RevShield Software Monitoring Suite	
Run as Service	
Save & Load User Searches	
Saving And Exporting A File	
Saving And Exporting A Playlist	
SIP Invite	
Text To 9-1-1	
Optional Trunked Radio Recording	
WebUI Logging Module	

Do you have any additional requests?
