Software

Suppose it could
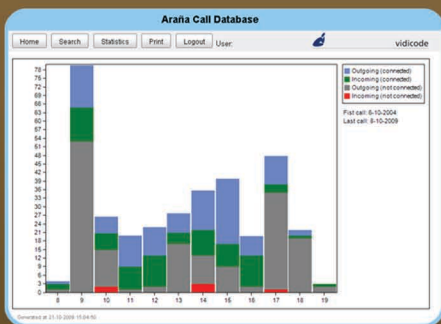**be easy as 123**

Just sit back and watch

The Araña software, easy access via the web browser to calls and information from your Vidicode Call Recorders or faxes from your Vidicode Fax Server. Araña offers a complete overview of the communication on a per user basis, so each user only has access to information he is allowed to view or listen to. 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.

When used with Vidicode Fax Servers it creates easy access to received and sent faxes with the built in Fax viewer. Araña runs in the background and fills an SQL database with all relevant data.

Access Araña via the web browser and query the database on Date (range), Name, Incoming or Outgoing number and Direct dial.

The data can be downloaded to the PC, played back, viewed or attached to an e-mail. Araña's statistics make it possible to analyse calling behaviour in your organisation from different perspectives.

In short, with Araña software you will get the most out of your Vidicode Call Recorder or Fax Server.

Specifications

Araña server can be installed on the following operating systems:

Windows XP* / Vista / 7,8 and 10 / Windows Server

Araña can be implemented and installed as a Windows Service.

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

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

Works with all Vidicode Call Recorders and all Vidicode Fax Servers with a network interface

Features

Advanced search; date / date range, Incoming number / name, Outbound number / name, Connected number / name.
Graphic or table view of statistics
Statistical data can be exported for use in other programs

Automatic back up on server of all data
Download, play back and e-mailing of recordings
Archiving, viewing and printing of all faxes

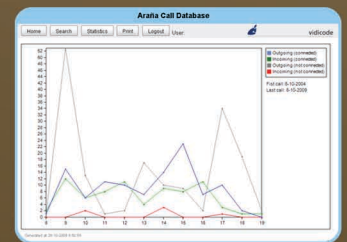User login system with user names, passwords and permissions.
Shared notes field and shared names field.
No software needed on users PC, everything is accessed via the browser.

* support for XP cannot be guaranteed anymore

vidicode partner:

vidicode