CTI Group Unveils Mobile Communication Recording Solution at Mobile World Congress 2013

CTI Group

CTI Group (Holdings) Inc. has unveiled their mobile communication recording solution which significantly enhances their SmartInteraction Suite.

CTIG [1] produces a range of mobile communication recording solutions suitable for both mobile operators and Enterprises. They are designed to provide recording of voice calls and other media types frequently used on these devices, such as SMS/MMS.

Mobile operator solutions are based upon CTIG's award winning multi-tenant, carrier-grade recording platform and allow the operator to deliver mobile communication recording as a value-add service. A number of integration options are available to seamlessly couple the recorder with the mobile network to provide a transparent service to end users.

Enterprise solutions utilise the same underlying recorder as used by mobile operators, with mobile applications used to fork calls to the recording platform. Multiple mobile operating systems are supported including iOS, Android and Blackberry.

"Mobile communication recording is essential for business continuity and protection given that mobile devices, remote working, disaster recovery planning, and the trend for Bring Your Own Device (BYOD) are all driving fundamental change in the way we communicate," says John Birbeck, CEO at CTI Group. "So much business is now conducted from mobile devices that it is imperative for companies to combine mobile recording with their existing fixed line recording in order to benefit from the analytical value of the content of communications and to provide liability protection."

"We feel this latest offering will create a benchmark for mobile communication recording and analysis, and we are delighted to be unveiling this new capability at Mobile World Congress this year."

At this year's Mobile World Congress event at the Fira Gran Via in Barcelona, CTI Group will be in Hall 7 on booth number 7H107

Our virtual press kit for Mobile World Congress is available at http://www.virtualpressoffice.com/kit/aq6i

For more information visit www.ctigroup.com [1].

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[1] http://www.ctigroup.com