CUSTOMER REVIEW

Telecommunications
United States

i3 Broadband

"Inexpensive and Easy Integration!"

Review Details

Review Date	07-13-2022
Source	Capterra
Product Name	Oreka TR
First Name	Douglas
Last Name	Schadt
Title	Senior Voice Systems Engineer
Industry, Company Size	Telecommunications, 501-1000 employees
Used Product For	2+ years

"The ease of use, configuration and quality of support for this software made it an awesome choice."

Overall Quality	★★★★★
Ease of Use	★★★★
Customer Support	★★★★★
Features/ Functionality	★★★★
Value for Money	★★★★★
Likelihood to Recommend	10 out of 10

Pros

Audio recording, video recording, and screen recording are made very simple and user friendly with this software. It can be configured completely via GUI and then administered the same way. Audio/video/screen recordings are kept in a database that can be sorted by groups and users making it a click away to get anything needed. It was also hands down an easy decision since it integrates with IP PBXs including BroadSoft. With the ability to configure it to build a user automatically, was imperative, and made integration streamlined.

Cons

While there are a lot of pros to this software, the only drawback is the GUI interface. It feels antiquated. It is also difficult to navigate to certain functions such as licensing and building new administrators.

Reasons for Choosing Oreka TR

Choosing Oreka TR was a no brainer since it was much cheaper, easier to implement, and could be installed on our own VM hosts and maintained by our systems admins.

Comments (Benefits)

Oreka TR solved all our recording needs. When operating call centers that need to be monitored for quality assurance and PCI compliance, this software makes it simple. The ease of use, configuration and quality of support for this software made it an awesome choice.