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VOIP Voice Recording Article in Storage magazine written by Ray Lucchesi

Broomfield, Colo. – Sunday, 9 April 2006 – Ray Lucchesi, President of Silverton Consulting (www.silvertonconsulting.com) has written an article for the April Issue of Storage Magazine on VOIP voice recording.

Midsized contact centers handle about 10 million calls per year. Trapping and recording voice traffic is easier than ever with the new VOIP technology and much simpler than recording voice using old analog technology. A typical call center may consume up to 40 TBs of storage to record 100% of their calls. Most call centers retain much less than this but even 10% is a sizable amount of data. The article discussed the trials and tribulations of recording this voice traffic.

If you want to learn more about VOIP Voice Recording please read the article or contact Ray Lucchesi directly at +1-720-221-7270.

ABOUT Silverton Consulting, Inc. - Silverton Consulting is a Strategy, Storage & Systems consulting services company, based in Broomfield Colorado, offering products and services to the data storage community.

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