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**Duxoft announces MiaRec Business 3.0 - VoIP calls recording and monitoring solution.**

*Duxoft has introduced the new version of MiaRec Business - high-quality 24/7 calls recording and monitoring software for VoIP systems.*

**/24-7PressRelease/** - January 25, 2008 - Duxoft has introduced the new version of MiaRec Business - high-quality 24/7 calls recording and monitoring software for VoIP systems.

Today calls recording is being used in many organizations in order to increase security, improve customer service and agents productivity, to comply with legal requirements.

Reliable, flexible and powerful application is what companies need to operate at peak efficiency.

MiaRec Business 3.0 has rich user interface which can be accessed via any standard web-browser. Web-interface uses the latest Web 2.0 technologies (AJAX) to combine the main advantage of desktop applications (speed) with the main benefits of web applications, e.g. remote access from any computer with only web-browser installed.

Intuitive calls search, filtering and grouping by date, time, phone number and many other parameters will allow users to easily master the program without need to read difficult user-guides. Users will find it easy to sort, retrieve and playback call records.

Multiple user interface offers a possibility to limit access of users only to the calls in which they participate, permit or deny a delete operation on the calls etc.

Live Calls Monitoring allows managers to listen to agents' calls in real-time and guide them while interacting with clients. MiaRec Business 3.0 is compatible with all IP-PBX systems that use standard VoIP protocols, such as H.323, SIP, MGCP and Cisco SCCP. High compatibility and possibility of integration with 3rd party applications, like CRM systems or internal databases, make MiaRec Business a true contact center recording solution.

**About Duxoft**

Duxoft is a provider of calls recording and monitoring software for VoIP systems.

More information and on-line demonstration of MiaRec Business 3.0 is available here: <http://www.duxoft.com>