



# Xtend Voice Logger

Digital Trunk

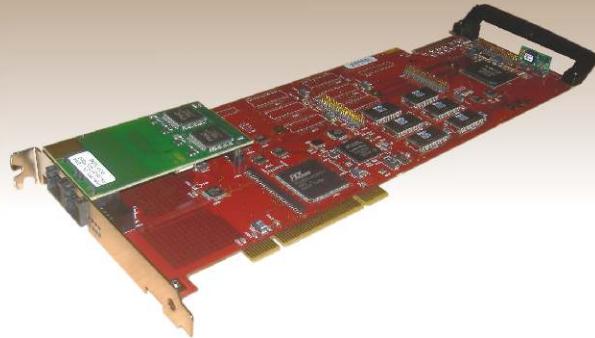


Xtend Voice Logger for Digital Trunks is a multi-line voice recording solution that can be used to record telephone conversations occurring on Digital T1/E1 (ISDN PRI, R2MF) trunks. Call recording helps in improving customer service by enabling your managerial staff and supervisors to review actual telephone conversations, allowing you to address customer issues quickly and fairly.

Mindful of the fact that conversations are recorded and can be reviewed at any time, employees tend to be polite and courteous on phone and follow company policies and procedures when dealing with customers and prospective clients.

Voice logs can also be used to implement personnel performance reviews, perform self-appraisal and train customer support staff to handle calls in difficult situations. The presence of voice logs also ensures that records are maintained for resolving customer grievances and disputes.

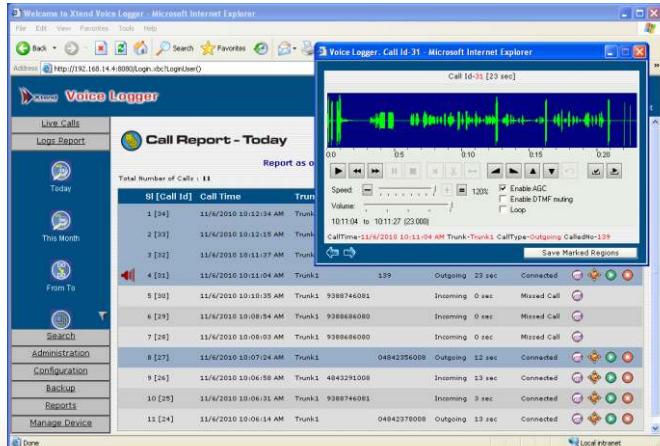
Connected in parallel to a digital trunk via a patch panel, Xtend Voice Logger logs complete call details including Caller ID, Called ID, call duration, time of call, time to pickup and the both-sides audio of the telephone conversation in stereo format. It is possible to mix and match Xtend Voice Logger for



Analog Lines together with the Xtend Voice Logger for Digital trunks, and the software will present a combined unified browser interface for accessing all connected devices.

Unique features present in the product include stereo recording of digital trunks, client popup software that enables call information to pop up on any agent PC, integration capability with any CRM software, integration of call records with PBX SMDR output, remote audio live snoop capability and a browser-based user interface that enables remote access from any PC on the network.

- Supports ISDN PRI and R2MF on E1/T1 trunks
- Stereo audio logs of all calls
- Browser-based user interface
- Powerful search and reporting
- Call record commenting and tagging
- Advanced audio player
- Backup/archiving capability
- Alerts and client-side popups
- Phone book and call statistics
- Multi-user login facility
- Audio compression capability
- Export of audio files to MP3/PCM/GSM
- SMDR integration for detailed reporting



## Stereo audio logs of all calls

All telephone conversations are recorded in stereo and stored in the industry standard wave format. Compression levels can be defined to enable storage of large volumes of audio data in compressed format. Audio can also be exported as MP3/PCM/GSM files.

## Browser-based user interface

The easy-to-use browser-based user interface makes it easy to administer the Voice Logging System from any part of the world. Supporting multiple user access levels, the user interface helps supervisors, managers and top-level executives to review logged conversations, search and locate records and generate reports for further analysis.

## Logs complete call details

Every call whether incoming or outgoing is logged in the Voice Logger. Each record consists of complete call details like date, time, duration of the call, caller ID etc.

## Powerful search and reporting

Use the powerful filter search capability to locate specific records. Use the reporting capability to quickly view call reports for a specific time period. Export search results to folder, .zip or Excel format for further analysis. Monitor live call status and snoop live calls.

## Call record commenting and tagging

Use the built-in tags or customise your own tags and assign to specific call records so that records can be quickly located at a later date. In addition, notes can be added for each call record and can be retrieved at a later date via the search interface.

## Advanced audio player

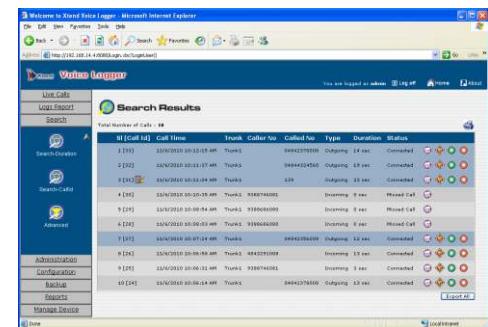
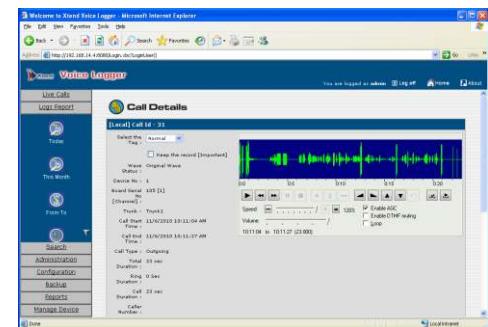
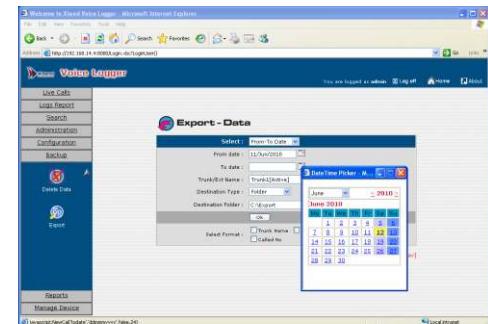
ActiveX-based audio player enables one to select, play and analyse the recorded audio. Advanced capabilities of the player include AGC, DTMF muting and loop play functionality.

## Alerts and client-side popups

Use of the Xtend Logger Client application enables any agent to be notified of active calls taking place in the organisation. The Voice Logger also generates alerts in order to inform the agents regarding any low-resource / failure condition.

## Phonebook and call statistics

An in-built address book enables one to store name and address details into the system. All searches, reports and popups can be configured to utilise the information in the address book. Statistics related to calls on trunk-wise basis during any specific time period can be viewed in report / graphic form.



### Minimum System Requirements

|                  |   |
|------------------|---|
| Operating System | : Windows 2003/XP   |
| Processor        | : Intel Pentium 2 GHz or higher                                       |
| Browser          | : Internet Explorer 6.0 or above                                      |
| Memory           | : 1 GB or above   |
| Hard Disk Space  | : Depends on user requirements<br>(1 GB=approx. 175 hrs of recording) |