Xtend Voice Logger

ISDN PRI

Xtend TECHNOLOGIES ®

An ISO 9001:2008 Certified Company

Xtend Voice Logger for ISDN PRI is a USB based, easy to install, multi-line voice recording solution that can be used to record telephone calls on ISDN PRI Digital Trunk lines. The built-in tap splitter eliminates the need for complex cabling and the USB powered external unit enables a quick and easy voice logger installation. All 30 telephone channels of the PRI can be recorded in stereo or mono audio formats.

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. 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.

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. Quick connection to the ISDN PRI line and EPABX along with the plug and play USB connectivity completely eliminates the requirement to open up the computer cabinet and insert PCI/PCIe Cards.

The product is fully cascadable and it is possible to mix and match Xtend Voice Logger for ISDN PRI Lines together with Xtend Voice Logger for Analog, Digital Extension and VoIP Lines. The software will present a unified browser interface for accessing all connected devices. Unique features present in the product include stereo recording of ISDN PRI line, 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 (optional), remote audio live snoop capability and a browser-based user interface that enables remote access from any PC on the network.

Salient Features

- Supports ISDN PRI on E1 trunks
- Easy to install on PC/Laptop
- State-of-the-art USB powered device
- Eliminates the requirement for a PCI/PCIe slot
- Built-in tap splitter for easy cabling
- Cascadable to combine multiple units
- Stereo audio logs of all calls
- Browser-based user interface

- Powerful search and reporting
- Advanced audio player
- Backup/archiving capability
- Phonebook and call statistics
- Multi-user login facility
- Audio compression capability
- Export of audio files to MP3/PCM/GSM
- SMDR integration (optional)

Connection Diagram

Xtend Voice Logger

USB   LINE IN   LINE OUT

ISDN PRI Line

EPABX

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
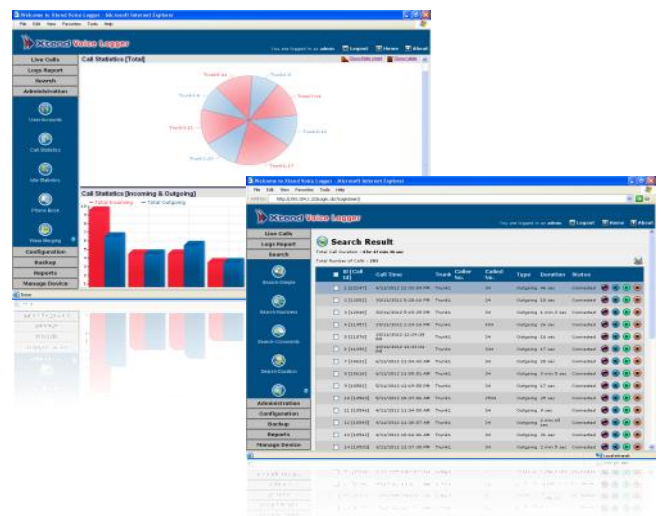
quickly located at a later date. In addition, notes can be added for each call record and can be retrieved at a later date via the search interface.

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.

Phonebook and call statistics

An inbuilt 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.

Features and screenshots shown here may vary depending on the latest software release.