

# Call Recording Solutions



## The Key to Successful Customer Service

### Xtend Voice Logger

Supervise, record, monitor and review all incoming/outgoing telephone calls in your organisation.

- Scalable Enterprise-level Architecture
- Secure Administration Controls
- Sophisticated Real-time Monitoring
- Seamless PBX Platform Integration

Built for every organisation with a focus on usability, functionality and quality, the Xtend Voice Logger portfolio includes an impressive array of call recording features for use in enterprise applications.

Deploy to enhance customer satisfaction and derive significant organisational benefits including

- Quality Control
- Cost Efficiency
- Compliance Management
- Service Productivity

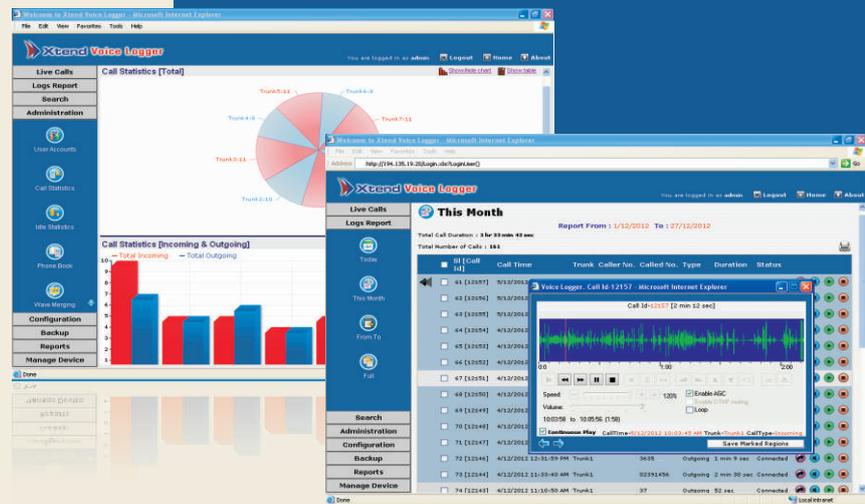
Helping To Build Excellent Customer Relations

# Stable and proven technology solution to address all call recording challenges

Quick installation, configuration, easy scalability to hundreds of lines, a user-friendly multi-lingual browser interface and numerous reporting features ensure that Xtend Voice Logger is beneficial for any type of small, mid-sized or large enterprises, call centers, stock brokers, banks, hospitals, business firms, educational institutions and offices everywhere.

Comprehensive log reports, call playback, search and retrieve, tagging and the set of auditing options provided with Xtend Voice Logger can be used to review the telephone conversation and gain invaluable insight into opinions and preferences of a specific customer. Utilise the recorded information to enhance customer service, identify opportunities and serve your customers more efficiently than ever before.

With an array of recording and administration features combined with a secure and unified web-based platform the entire telephony network can be remotely administered.



## Applicable Sectors

### Finance Institutions

Banks, Share Trading Firms, Cooperative Societies

Recording provides an audit trail which serves as a crucial evidence for future references. Search for specific calls, review log reports and playback using the tools to track critical financial transactions and resolve complex and sensitive issues quickly.

### Business Enterprises

Service Firms, Media Offices, Information Technology, Real Estate Agencies, Retailers

Administer and minimise the risk of potential discontent among customers due to unsatisfactory customer service. Keep track of all calls and check whether the queries are addressed quickly to ensure organisational compliance.

### Travel and Tourism

Travel Agencies, Information Offices, Railways, Airlines, Hotels, Restaurants

Use the logged audio files and reports as referral records for each client, verify the level of hospitality extended and determine the level of compliance pertaining to travel and hospitality. Audit logs to enhance the quality of service delivery and assure customer satisfaction.

### Health Sectors

Clinics, Hospitals, Pharmacy

Record prescriptions issued verbally over phone, maintain call records for historical accuracy and ensure that the patient enquiries are dealt promptly and effectively over phone.

## Innovative Range of Solutions

### ■ Analog

USB-powered



- Records analog trunk and extension lines
- Works on Plain Old Telephone Services (POTS)
- Available in 2/4/8/12/16/.../256+ ports and more
- Multiple device connectivity to single PC
- Supports DTMF and FSK caller-ids

### ■ Digital Trunk

Records ISDN PRI and R2 (E1/T1)



- Available in single, dual and quad models, cascadable to support higher densities
- Stereo/mono recording of calls
- Easily mix and match analog and digital trunk models

### ■ Audio Lines

Stores audio from line-in

- Records all audio signals
- Voice activated and continuous recording modes
- Supports recording from PA, wireless system etc.

### ■ Digital Extension

High Density PCI/PCIe-based



- Stereo recording of calls
- Supports keyphones of most PBXes
- Call status detection using D-channel
- Easily mix and match analog, digital trunk and digital extension models

### ■ VoIP Lines

H.323, SIP, IAX2 and Proprietary Protocols

- Records telephone calls over an IP network
- Mix and match analog, digital trunk and VoIP models
- Supports Cisco, Asterisk, Avaya, Alcatel, Nortel, Ericsson, NEC, Mitel, Panasonic, Siemens, Matrix etc.

### ■ Lawful Interception

Intelligence Gathering



- Case-related call grouping
- Live call redirect for real-time monitoring
- Recording capabilities from mobile, wireline, IP phones
- Solution for government agencies to track and monitor phone calls for gathering evidence

Scalable Solutions To Match Your Deployment

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## Benefits

### ■ Enhance Customer Service

Recording and subsequent review of phone calls of support staff ensures prompt, courteous and friendly conversation with customers, leading to an overall increase in customer satisfaction.

### ■ Improve Service Quality

Supervisors can check adherence to compliance policies, effectively identify significant concerns and prepare evaluation reports for management to ensure continuous improvement in customer service.

### ■ Amicable Dispute Resolution

Recording of phone conversations for business transactions ensures a voice log which can be invaluable in quickly and correctly identifying and resolving customer disputes.

### ■ Misuse Identification and Prevention

Since all conversations including call details are recorded and can be later retrieved, any misuse of the phone network can be easily detected and minimised.

### ■ Ensure Policy Compliance

Since your customer support personnel are aware of the call recording process, they will be careful to adhere to company policy, regulations and etiquette when on phone.

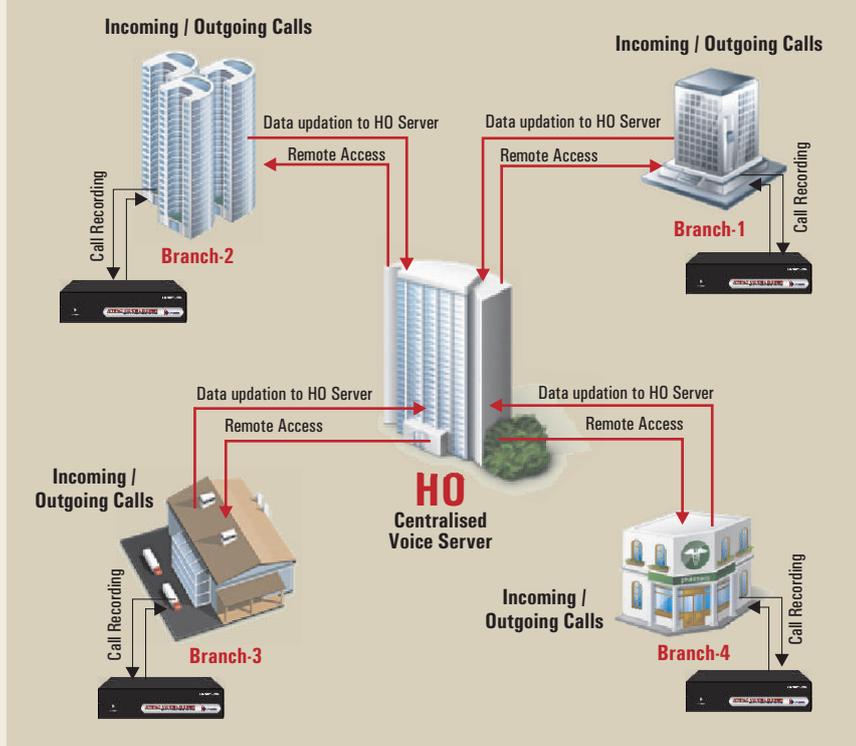
### ■ Low Implementation Costs

Deploy quickly with the existing PBX at reduced cost and easily manage the web-based application for seamless process management and quality control.

Call Billing Module is available with Voice Logging Solutions

# Centralised Voice Logging Module

- Automatic backup of data at branches and extensive search options
- Centralised data management and reporting
- Data updation to HO server via FTP server at scheduled time
- Automatic restoration of data at HO from FTP server on scheduled time
- Stores recorded call data in branch as well as in HO
- Real-time monitoring of Voice Loggers at branches from HO
- System down alerts from branch offices are displayed at HO server
- Comprehensive and location-wise call log search options
- Shows voice log updation details from client/branch to server system
- Instant client popups and alerts for call monitoring at branches
- Phonebook for quick search and live updation at branches



## Minimum System Requirements

- Operating System (32/64-bit) : Windows 7/8.1/10/  
Windows Server 2008/2012/2016/2019  
Browser : Internet Explorer 6.0 or above  
Processor Speed : Dual Core or higher  
Memory : 2 GB or above  
Hard Disk Space : 500 MB for software installation  
1 GB approx. for 175 hrs of recording

Note: The specification mentioned here will vary based on the actual requirement from the client.

## Salient Features

- Unified architecture with remote access, centralised management and multi-login facility
- Easily integrates with existing telephony to record multiple channels
- Real-time call status information display and snoop capability
- Caller/called id, time, duration, status and much more with daily, weekly, monthly, date-wise reports and e-mail facility
- Call alert popup/notification window with real-time updation
- Export call reports in HTML/Excel format
- Backup to CD/DVD/hard disk or .zip files for later restoration
- Automatic scheduled backup of recorded files
- Low disk space notification and board failure alerts
- Graphical charts for statistical analysis
- Call record commenting and custom tag creation for critical calls
- SMDR integration for detailed call record analysis
- Phonebook integration for informative call records
- Audio compression to PCM/GSM formats
- ActiveX based advanced audio player with AGC and DTMF mute capability
- Export audio files to MP3/PCM/GSM formats
- System failure information with error reports and information on user session
- Simple search using phone numbers/comments/duration/date etc. and advanced search using multiple criterions
- Wave encryption with detailed call tagging
- Audio recording with excellent sound quality

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