

EDGE TECHNOLOGY



GJR Voice Logger

Telephone voice
recording systems &
FCT

PCI and USB BASED

Voice Logger (V Logger)

Voice logging or voice recording is the process of recording audio in a business situation. In a Call Center / BPO terms it is known as "agent monitoring" or "call logging". Voice logger is a digital multi-channel voice logging, call monitoring and call recording equipment. It comes with PC Based or non PC based. You can record 1 to 128 lines record in a single computer. And can monitor through LAN and WAN.

Type Of voice Logger

1- PC Based -

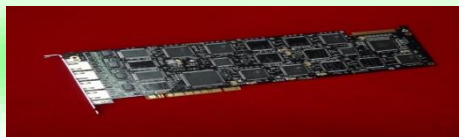


8 & 16 Port

(2,4,8,16,32 port and PRI Logger)



32 Port



PRI Logger

2- Non PC based (Stand alone) -



One Port

(1 Port and 4 Port)



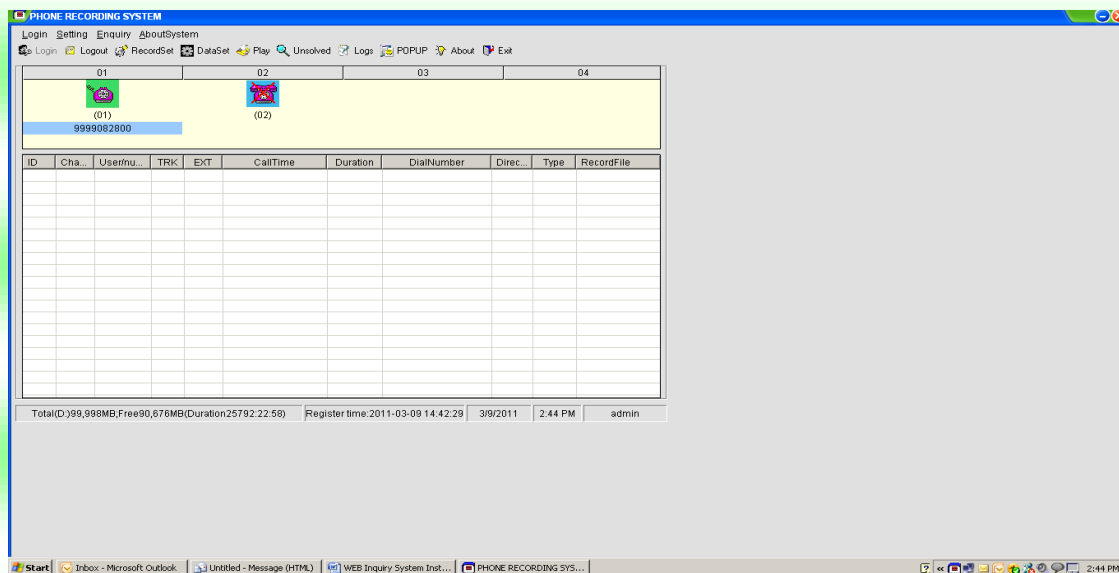
Four port

Voice Logger Benefits

Voice Logger allows businesses to keep records, improve customer service quality, increase security, decrease errors, policy compliance, government regulations, connection resolution, process evaluation, data mining and training.

Whether you are in Sales & Telemarketing, Collections, or Customer Support in any vertical, our Voice Logger will help you store and track important correspondence for training as well quality assessment. If you wish to ensure service quality and highest customer satisfaction, our flexible and pre-integrated solution is best for you

- All call records - (Automatic record all calls Incoming outgoing and miscall with date time and time duration)
- Searching Option - (Easy to search calls by date by particular number ext call duration)
- Reporting Option - (User can export data in excel Format and also can take printout)
- Supervising employees.

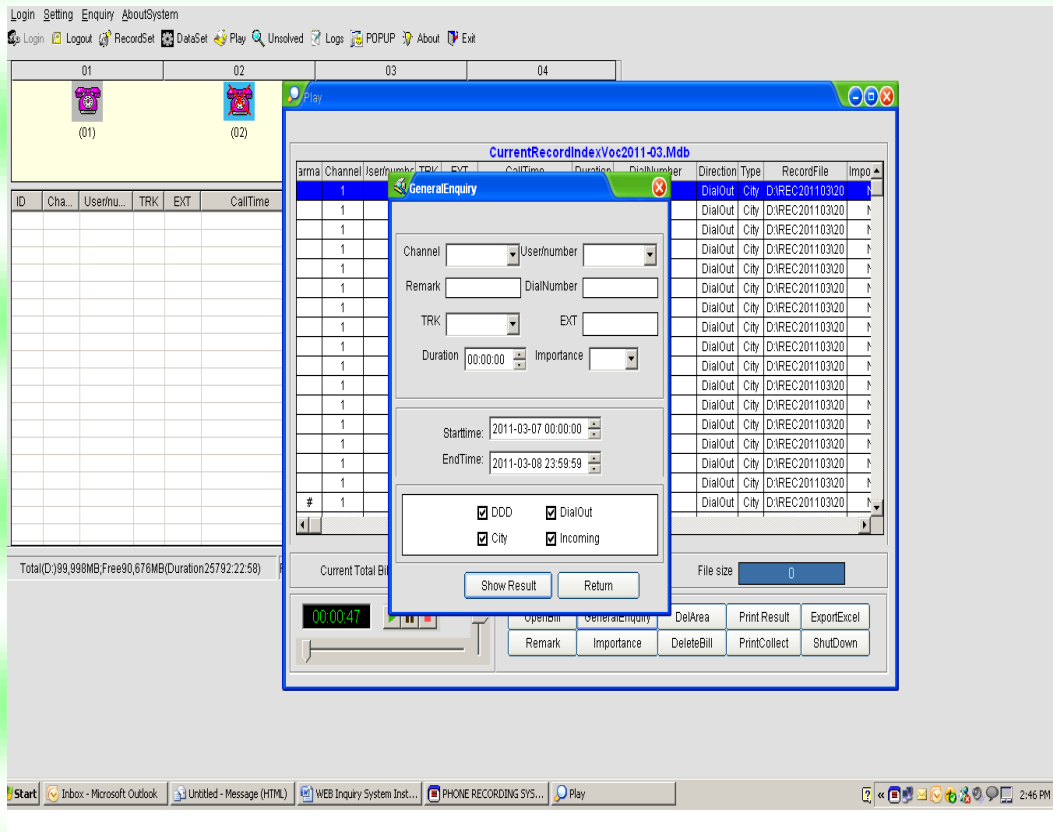


- Using recorded examples of good calls for training purposes.
- Resolving disputes of what information has been provided

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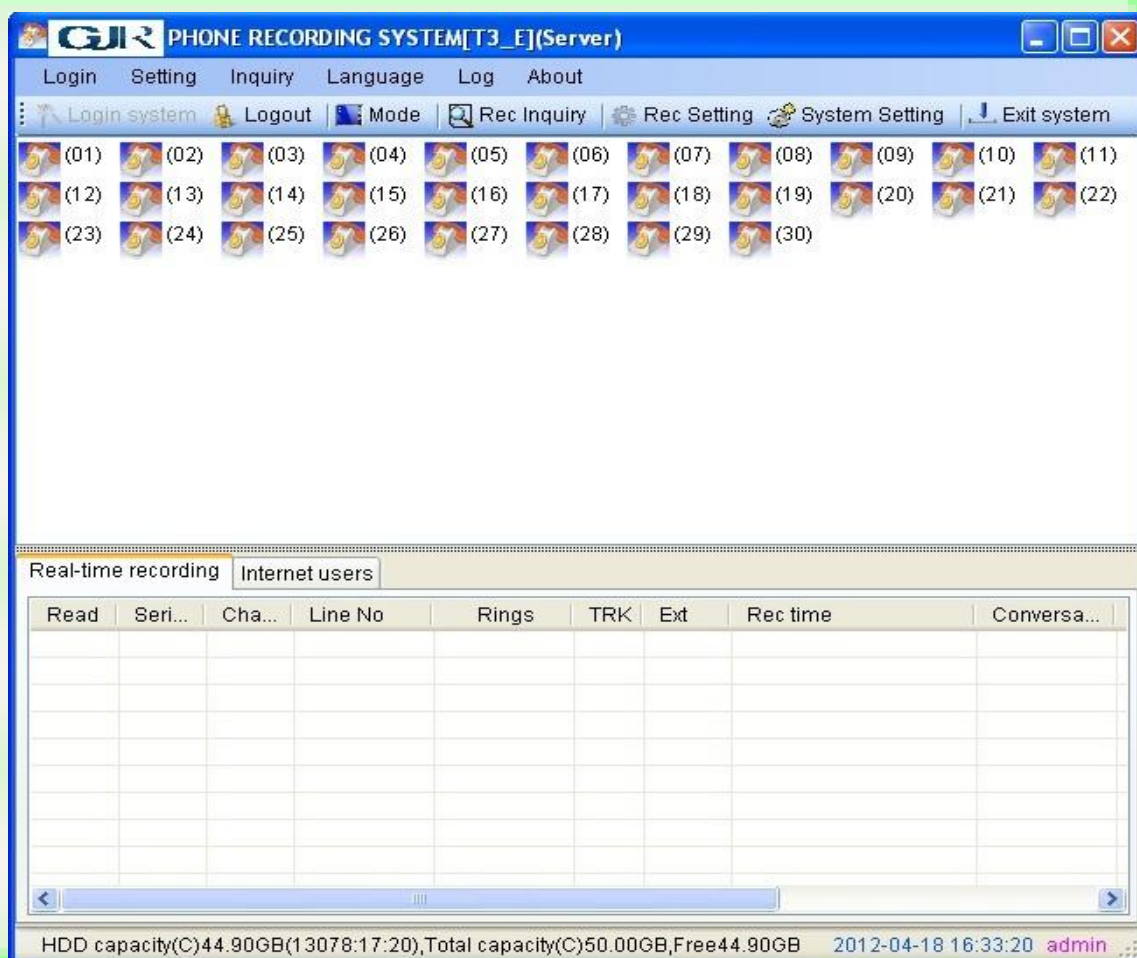
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Feature:-

- 1:-Caller Id & out going no.
- 2:-Unlimited recording time(Depend on computer hard disk)
- 3:-Call logging with date & Time
- 4:-Missed Call
- 5:-Live Monitoring
- 6:-Access with password
- 7:-Multi User Password
- 8:-Watch Dog
- 9:-Remote Maintenance
- 10:-Call Recoding On Demand
- 11:-Time Base Recoding
- 12:-Schedule Base Recoding
- 13:-Clint name display
- 14:-Screen Popup on Clint seat
- 15:-Application start with computer booting
- 16:-Search recording by incoming ,outgoing, user name with date & time
- 17:-Auto Backup through e-mail/CD/DVD
- 18:-HDD space Warning
- 19:-Compatible with all EPABX & KTS
- 20:-Connectivity with Analog EXTN or P&T line.
- 21:-Expendable up to 160 Ports
- 22:-PC based (PC will be provided by customer.)

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