## **EDGE TECHNOLOGY**

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# GJR Voice Logger



Telephone voice recording systems & FCT

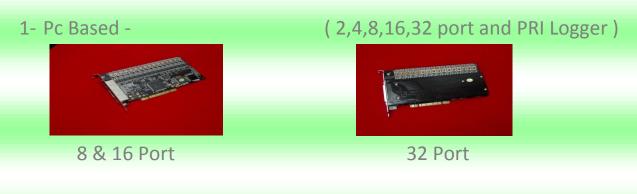


PCI and USB BASED

# 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 throw LAN and WAN.

### Type Of voice Logger





PRI Logger





**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.

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

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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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