Xtend Voice Logger

Analog Lines

Xtend Voice Logger for Analog Lines is a multi-line voice recording device that can be used to record telephone conversations occurring on analog trunks and extensions. 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 an analog trunk or extension, Xtend Voice Logger logs complete call details including Caller ID, call duration, time of call and the audio of the telephone conversation.

Devices come in 1/2/4/8/12/16 port configurations for DX and 2/4/8 port for the LX model. LX model is a low-cost lower-featured product which is limited to one device per PC. DX model is the fully featured model where multiple devices can be connected to a single PC to scale upto a total of 256+ ports.

Even when multiple units are installed, the software presents a combined unified browser interface for accessing all connected Xtend Voice Logger devices. Unique features present in the product include client popup software that enables call information to pop-up on any agent PC, integration capability with any CRM software, remote audio live snoop capability and the browser-based user interface that enables remote access from any PC on the network.

- Stackable USB powered device
- Supports DTMF and FSK Caller-IDs
- Browser-based user interface
- Logs complete call details
- Powerful search and reporting
- Call record commenting and tagging
- Advanced audio player
- Backup/archiving capability
- Alerts and client-side popups
- Multi-user login facility
- Audio compression capability
- Export of audio files to MP3/PCM/GSM
- Group-wise monitoring of calls
- Phonebook and call statistics
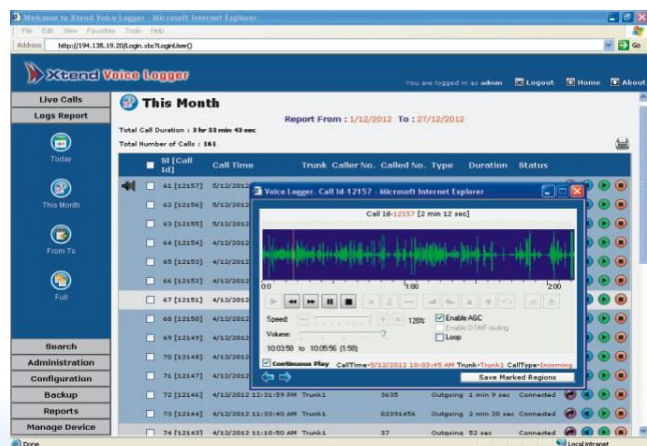
Audio logs of all calls

All telephone conversations are recorded and stored in the industry standard wave format. Compression levels can be defined and recorded audio can be exported as MP3/PCM/GSM files.

Browser-based user interface

The easy-to-use browser-based user interface supports multiple user access levels. The user interface helps supervisors, managers and top-level executives to review logged conversations 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 & 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 & 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.

Backup/archiving capability

Recorded audio can be written to CD, DVD, folder or as a .zip file and later restored.
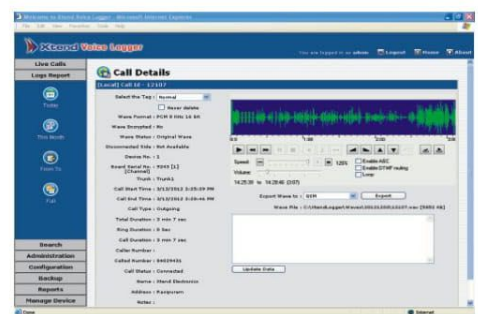
Alerts & client-side popups

Use of the 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 & 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.

Minimum System Requirements

Operating System (32/64-bit)	: Windows 2008/2012/Vista/7/8/8.1/10
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 is for recording a single port and this shall vary with the increase in number of ports.

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

TECHNICAL SPECIFICATION

Xtend Voice Logger   Analog Lines (DX)

Hardware Features

Input From   : Analog Line
Powered By   : USB 2.0 (Power consumption ≤ 300 mA)
Analog Model   : 1/2/4/8/12/16 Ports (Scalable to 256+ Ports)
Input Impedance   : 4M Ohms
Input Signal Range   : –68 dBm to +3 dBm
Crosstalk   : Less than –70 dB

Dimension (in cm) (L x W x H)	1/2/4 Ports			8/12/16 Ports		
	14.3 × 10 × 3.5			43.2 × 18 × 5		
Weight	1 Port	2 Port	4 Port	8 Port	12 Port	16 Port
	400 gm	418 gm	478 gm	1.912 kg	2 kg	2.221 kg

PC Connectivity   : USB
Storage   : To Local Hard Disk
Telephone Port   : RJ11

Operating Conditions

Temperature   : 0^0C to 60^0C
Humidity   : 8% to 90%

Software Parameters

Archive
Local Backup to Hard Disk (folder/.zip), CD, DVD

Audio Player

Playback Options
Play, Pause, Rewind, Delete, Trim, Fade In, Fade Out, Multiple Region Selection

Playback Settings
Speed: –90% to +120%
DTMF Muting, AGC, Loop

Wave Description

Sample Rates   : 8 kHz
Storage Format   : GSM, PCM, G.711 A-Law, G.711 μ-Law
Frequency Response   : 300 - 3400 Hz
Signal to Noise Ratio   : Better than 40 dB
Distortion from Original Audio : Less than 3%
Export Format   : GSM, PCM, MP3, G.711 A-Law, G.711 μ-Law, AVI

Voice Recording Modes

- Voice Activated (VOX)
- Agent Trigger Mode
- Handset Up To Down
- Forced/Manual

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