



Xtend Voice Logger

VoIP Lines



Xtend Voice Logger for VoIP Lines is a multi-line voice recording solution that can be used to record H.323/SIP VoIP calls occurring on your network. 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.

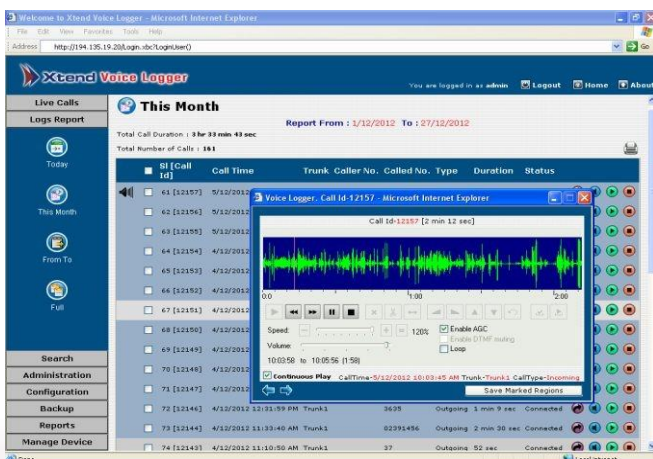
Voice logs can also be used to implement personnel performance reviews, perform self-appraisal and train customer support staff to handle calls in difficult situations. The presence of voice logs also ensures that records are maintained for resolving customer grievances and disputes.

Connected to the mirrored/monitored port of the managed switch, Xtend Voice Logger logs complete call details including Caller ID, call duration, time of call, time to pickup and the audio of the VoIP call. The solution can scale to 120+ channels per PC. It is possible to mix and match Xtend Voice Logger for Analog Lines and Xtend Voice Logger for Digital trunks

together with Xtend Voice Logger for VoIP lines, and the software will present a combined unified browser interface for accessing all connected 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 a browser-based user interface that enables remote access from any PC on the network.

- Supports H.323 and SIP VoIP Calls
- Supports G.729/G.711 codecs
- Stereo audio logs of all calls
- 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
- Live call snoop
- Phonebook and call statistics
- Multi-user login facility
- Audio compression capability
- Export of audio files to MP3/PCM/GSM



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

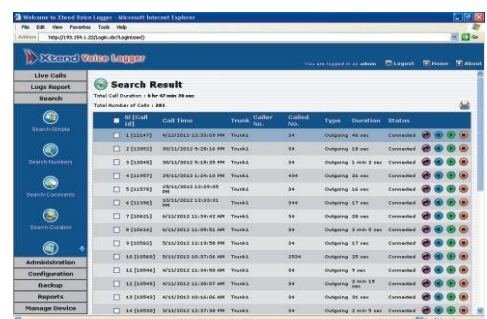
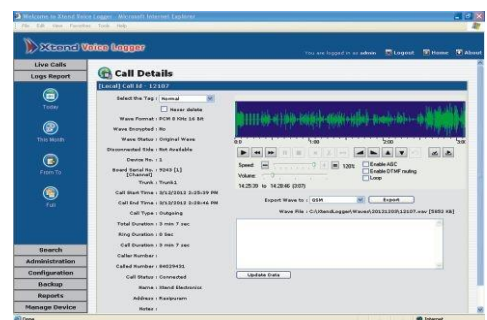
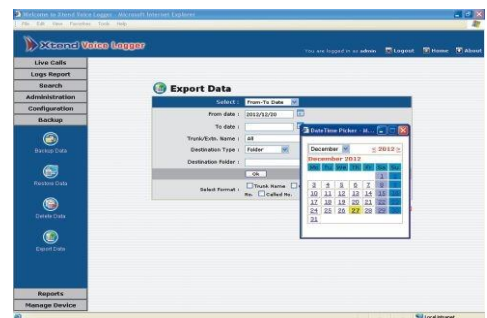
ActiveX-based audio player enables one to select, play and analyse the recorded audio. Advanced capabilities of the player include AGC, DTMF muting and loop play functionality.

Alerts and client-side popups

Use of the Xtend 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 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.



Minimum System Requirements

Operating System (32/64-bit) : Windows 2008/2012/Vista/7/8
 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

VoIP Lines

Hardware Features

Input From	: Mirror Port from Switch
PC Connectivity	: Ethernet Port (RJ45)
Storage	: Local Hard Disk

Supported PBX

Cisco, Asterisk, Avaya, Alcatel, Nortel, Ericsson, NEC, Mitel, Panasonic, Siemens

VoIP Protocols

- Cisco Call Manager (Skinny)
- Avaya Office Manager (H.323), IP Office
- Ericsson (H.323)
- Nortel (Unistem/SIP)
- SIP (Station Side/Trunk Side)
- H.323 (Station Side/Trunk Side)
- Alcatel OmniPCX 4400
- Siemens Hi-Path 4000
- Intertel CS-5200
- NEC NEAX 2400
- ShoreTel (VOX only)
- Alcatel OXE
- Panasonic TDE/NCP
- Astra NexSpan XS
- LG iPECS
- NEC SV8X00/SV9X00
- IAX2

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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
Supported Input Formats	: GSM, PCM, G.711 A-Law, G.711 μ -Law, G.723.1, G.729A
Storage Format	: GSM, PCM, G.711 A-Law, G.711 μ -Law
Export Format	: GSM, PCM, MP3, G.711 A-Law, G.711 μ -Law, AVI

Voice Recording Modes

- Agent Trigger Mode
- Handset Up To Down

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