Call Logging, Announcements & Voicemail in a Box

Xtend Voice Logger VX Model for analog lines helps an organisation to ensure that the calls are answered professionally. The phone interaction is recorded for future evaluation. The VX Model gives more options to the organisation compared to the standard Voice Loggers, these options can be enabled according to the requirement of the organisation. The Voice Logger offers the capability of greeting the caller with a welcome message as soon as the call is connected. It also has an option to make announcement to the caller that the call will be recorded for quality assurance.

The notification message regarding the call being recorded can be announced multiple times during the call. Alternatively, a beep tone can also be generated in lieu of the notification message to alert the customer regarding the recording in progress. The greeting and notification message can be the same for all the lines or it can be customised for each line. The greeting message can be customised to play separate announcements for working hours, non-working hours and holidays.

The Voicemail facility of VX enables the caller to leave a voicemail in case the call could not be answered. The voicemail can be accessed from the user-friendly browser interface or can be automatically forwarded to an e-mail address.

Complete phone-based interactions are recorded and the recorded call details can be accessed using the user-friendly browser interface. VX presents extensive features, archiving capabilities, options to playback and audit the recordings along with the detailed reports for evaluation and quality assurance.

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 be used for evaluating performance 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.

The VX device is connected in parallel to an analog trunk or extension and it records complete call details including caller number, call duration, time, call status, audio of every telephone conversation etc. The device comes in 2/4 port configuration and is a fully featured cascadable model where multiple devices can be connected to a single PC to scale up to total of 256+ ports. Even when multiple units are installed, the software presents a combined unified browser interface for accessing all connected Xtend Voice Logging VX devices.

- USB powered call recorder
- Greets caller with welcome message
- Recording notification via announcement
- Repeats announcement at fixed intervals
- Add customised announcements
- Set working hours, off-days and holiday list
- Supports announcement on key-press
- Option to enable beep tone at fixed seconds
- Support for voicemail facility
- Send voicemail messages via e-mail
- Browser-based user-friendly interface
- Logs complete call details
- Powerful search and reporting
- Full-fledged reporting with audio file sharing via e-mail
- 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

Supports welcome greeting & recording notification

On picking up and connecting an incoming call, the telephony device greets the caller with a welcome message and further makes an announcement to the caller that the call will be recorded for quality purpose. A beep tone can also be enabled in place of recording notification.

Set custom voice announcements

The user can set the same greeting and notification message for all the lines or it can be customised for each line or extension connected to the device. The day and hours of office operation like working hours, non-working hours and holidays can be set. The announcement can also be triggered by a key-press.

Voicemail

When an incoming call cannot be answered, the VX device allows the caller to leave a voicemail. The voicemail can be accessed using the browser-based interface and this can be also sent to an e-mail address for easy access and quick retrieval.

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 by the Voice Logger. Each record consists of complete call details like date, time, duration of the call, caller number etc.

Powerful search & reporting

The powerful search and reporting capability helps to locate specific records and call reports for a selected period of time. The search result can be exported to folder, .zip, PDF or Excel format for further analysis.

Call record commenting & tagging

Built-in tags or customised tags can be used as per requirement and can be assigned to specific call records so that records can be quickly located at a later date. In addition, comments can be added for each call record and can be retrieved at a later date using the search option.
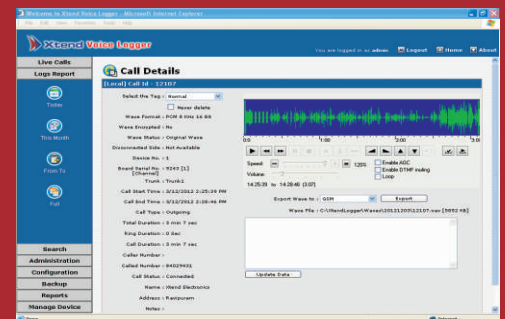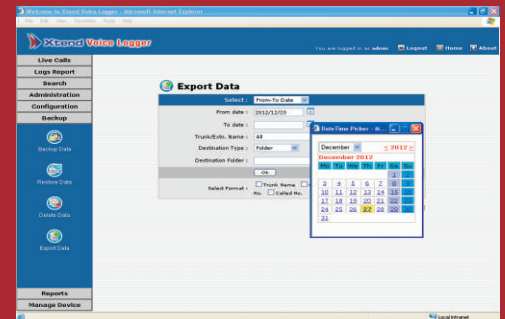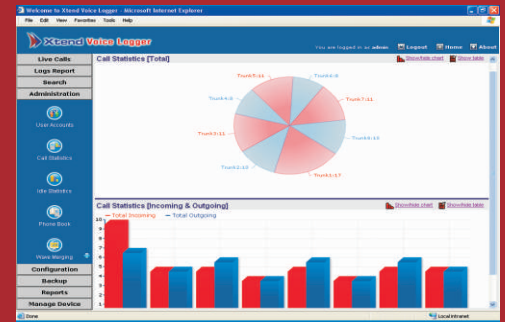
Advanced audio player

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 & client-side popups

The Xtend Logger Client application enables an agent to be notified of active calls taking place in an organisation. The Voice Logger also generates alerts in order to inform the agents regarding low hard disk space or device failure.

Phonebook & call statistics

An inbuilt phonebook enables one to store name and contact details into the system. For incoming calls, customer details can be added via popup and this information can be saved in the phonebook. The trunk-wise call statistics for a selected time period can be viewed in tabular/graphical form.

Minimum System Requirements

Operating System	:	Windows 7/8/8.1/10/
(32/64-bit)		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.*

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

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