

# Xtension Recorder

Recall every conversation using the power of your PC



- No sound card required
- No handset cord connection
- No complex sound card adjustments
- Simple: Digital: Connectivity!



**Xtension Recorder: Cost Effective 'true digital' recording!**

**Xtension Recorder** simply connects in line with digital PBX telephones and plugs into the USB connector on any PC. Using Comvurgent's '**True Digital**' technology, **Xtension Recorder** stores conversations in the same high quality format as your digital telephone ensuring excellent sound quality.

## Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

- **Customer Service Quality Monitoring** - recording calls ensures best practice.
- **Transaction recording** - record critical information to ensure accuracy of transactions.
- **Compliance Monitoring** - ensure industry regulations are met.
- **Security Alerts** - record bomb/violence threats and verbal abuse.

## Flexible set-up for multiple applications

Set-up Options Include:

- Record all calls or manually select which to record.
- Use compression to save disc space.
- Save calls locally or on a network server for centralized monitoring and playback.



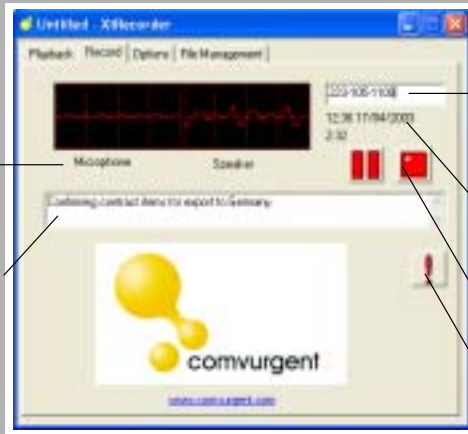
Almost every company has a Call Record application that can deliver substantial business benefits. *What's yours?*

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## Great Record Features:



View local and distant end digital signal levels.

Add comments during conversation

Caller ID and dialed digits detected automatically.

Date, time stamp and duration of every call is noted.

Stop/Start/Pause control

Highlight important calls

## Complete Playback Control:



View the full call graphically.

Drag the cursor to play/replay any section.

Add/view/edit comments about the call content.

List calls by Caller ID, date and call duration.

Filter calls by Caller ID or by comments.

Start/Stop/Pause control.

Highlight important calls.

Delete calls

E-mail conversations.

## Some Application Ideas:

- **Message Taking** - use **Xtension Recorder** to record a message instead of writing it down. E-mail the message to the recipient. It's like a mini Unified Messaging system.
- **Customer Service Desks** - **Xtension Recorder** is a great training tool. Move it around to different agents to monitor activity from time to time.
- **Operator Positions** - monitor how those important callers are being answered and transferred.
- **Call Centers** - install **Xtension Recorder** at each desk and record to a central server location for supervisor listening.
- **Conference Calls** - record those important discussions and decisions.
- **Dictation** - **Xtension Recorder** allows you to dictate directly into your phone and e-mail the recording to an assistant.

## PBX Telephone Compatibility:

- Toshiba DK/CTX
- Avaya Definity/Magix/IP Office
- Nortel Norstar, Meridian and BCM
- Siemens Hicom/Hipath
- Samsung DCS
- LG/Goldstar/Vodavi
- Panasonic KXTD/KXTDA/DBS HD & 576/ICX
- NEC NEAX/Elite/Aspire/DXE
- Inter-tel Axxess & Eclipse

\*\* Not all PBX versions are available at time of printing. Check with Comvurgent for availability before ordering.



**Xtension Recorder – the last word in conversation recall!**