

InterDialog VL Voice Logger

Call Recording with a Difference



The InterDialog VL voice logger is a state of art product and the right choice for your critical voice recording / logging requirements be it Call center, Government, Share Broking, etc or any business that requires recording of critical business conversations. Call logging and recording applications provide security and quality assurance while helping center managers to assess agents performance and balance work load.

Capture Your Customer Experience

Unlike traditional recorders, INTERDIALOG-VL recording system capture and preserve much more than recordings of agent/customer conversations, it capture a wealth of data about each recorded call information. This information can help call centers raise customer service to new heights, or even transform call centers into strategic, enterprisewide assets.

Minimizing Your Risk

INTERDIALOG-VL's complete solution gives call center agents the ability to selectively record customers online, and retrieve the conversations when needed. This enables companies to protect themselves, and their customers, against problems arising from misinterpreted telephone conversations.

Helps in Coaching and Training

INTERDIALOG-VL offers the most comprehensive package for manager to evaluate agent's call process, identifying weaknesses and strengths in the agent quality level. This leverages the captured sessions for coaching and distributed playback to agents for immediate feedback, keeping the best and worst call examples to deliver realistic production scenarios to train new recruits.

Monitor Calls and Improve Business Processes

The INTERDIALOG-VL is an essential tool for monitoring and managing the quality of service provided by center agents and, for improving the overall performance of your business process. Monitoring makes it easy to formulate ways to deal with problems your staffs may be having, it assists staff in getting to the next level of customer service.

Unlock Hidden Opportunities

Your call center interacts with hundreds of customer everyday. Each interaction provides valuable information on how your customer think and what their wants and demands are. This helps supervisors to develop strategy plan to not only increasing customer satisfaction but to exceed customer's expectations.

Customer For Life

Quality of service is the key competitive advantages for today's business. The INTERDIALOG-VL is a system with the ability to track, evaluate and continually improve the level of customer services, which will leads to customer loyalty

Product Overview

The INTERDIALOG-VL is a CTI enable recording system that meets the challenge of today's center by combing voice recording and call related data. It is easy to use and has user friendly browser based screens. The INTERDIALOG-V L concept includes an open.

integration between telephony system, and database components through a real-time link to capture call related information. The caller detail is then collected by the application and is stored in its own database, which can later be used to retrieve call recordings. The data might include: agent logon ID, customer account number, dialed number, calling number, or any other data as accumulated by InterDialog VL. This enables agents and supervisors the ability to retrieve call-recordings more quickly and more precisely with customer related information, rather than limited range of search parameters such as: date, time, or extension numbers. Multiple calls can be accessed and played back over the local area network.

Major Feature and Benefits

Recording on Trunk and Extension Side

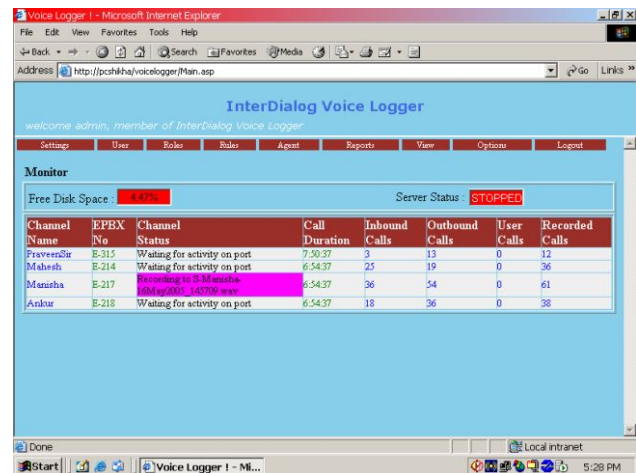
One of the major features of InterDialog VL is its ability to record calls from the trunk side on Analog or digital circuits. It can as well record on the extension side. Input from : Analog Trunks and Extensions or E1

Support Free Seating

In call center environments, free seating can make it impossible to find a call, because agents never stay in one place. InterDialog VL is capable of capturing the agent logon IDs along with each recorded call. So no matter where your agent stays, The InterDialog VL will still be able to locate call recordings with minimal effort.

Recording based on Rules and Email

InterDialog VL provides Rules based recording. The recorded file can then be automatically emailed to the concern supervisor for review and necessary action.



Scheduling and Event Driven Recording

INTERDIALOG-VL can be customized to selectively record calls based upon combinations of real-time data passed from the switch, or customer information database. Customer account number, agent ID, extension number, and etc...can all be specified for triggering recordings. This allows call-recording loads to be reduced dramatically, which will allow you more time to be spend on focus on your customers.

Retrieval System

Today's call center takes hundreds, or even thousands of calls daily, searching calls with simple parameters such as time and date could result in hundreds of possible matches. But when using INTERDIALOG-VL's advanced call retrieval system, any field within the customer's database such as agent name, customer account number, or customer ID, can be used as search criteria to speed up the process of searching calls.

Active X Control

Another unique feature of InterDialog VL is the Active X control to integrate with other third party applications to enable agents record conversation 'on demand' from within the application.



Other Features

Storage: On Hard Disk.

Compression: ADPCM/A-Law/-Law and other compression formats.

Record Enable On: Ring and Loop current or on demand.

Browser Based User friendly for Monitoring and Control. All the messages will get displayed in the browser.

Search Options: Date/ Time, Channel ID, Phone Number, Call Type (Internal, External) and Message Tag.

Retrieval/Replay Options: Local, Over LAN

System Security: The user will have a password for logging into the voice logger. User can change password using the "change password" dialog.

Message Play Facility: User can play the logged messages by double clicking on it or by clicking the play button.

Label for Each Message: The browser will display Messages by Name, Date, Time, Duration, Extension Number and Status of all the Messages.

Message Deleting: The system provides facility of deleting a single message or messages before specified date.

call center. Our highly trained professionals are always available to provide a full range of services, including: operational or technology consulting, and computer telephony integration services.

System Warning Message: The system will flash a warning message on the screen, e.g. 'Backup drive is full' or 'System storage space exceeds pre-set level of the allotted space' etc.

Warnings/Alarms Messages on E-Mail: System will send a warning email message to the address configured in the voice logger, if the message storage exceeds pre-set level of the allotted space etc. (Configurable).

Backup and Restore Facility: The system provides back-up and restore facility for the logged data.

Enable/Disable the Recording: System Administrator can Enable/Disable the recording function on any channel through configuration.

Reports: System Administrator can view detailed "Recorded Calls Report" for each channel both incoming or outgoing calls over or desired period of time.

System Requirement

Recommended Voice Logger Server PIV 2.8GHz/256MB/40GB/Ethernet/Microsoft Windows NT or above



Teckinfo' Professional and Quality Services

InterDialog VL is the industry's most open and scaleable voice recording system. It can be customized to fit into any call center environment with future expandability to fulfill the fast growing and dynamic needs of today's