

Microlog Enterprise Voice Recording & Monitoring Solution

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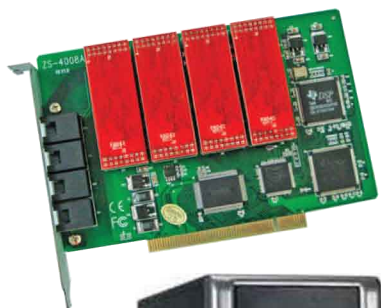
INTRODUCTION

Microlog Enterprise is a voice recording solution for analogue phones, digital phones, analogue trunk and ISDN PRI E1 Trunk with capability of recording up to 128 channels simultaneously.

Microlog Enterprise uses Industry Standard Server and PCI Voice Recording Card to record telephone conversations with dialed number and Caller ID displayed for easy reference and retrieval.

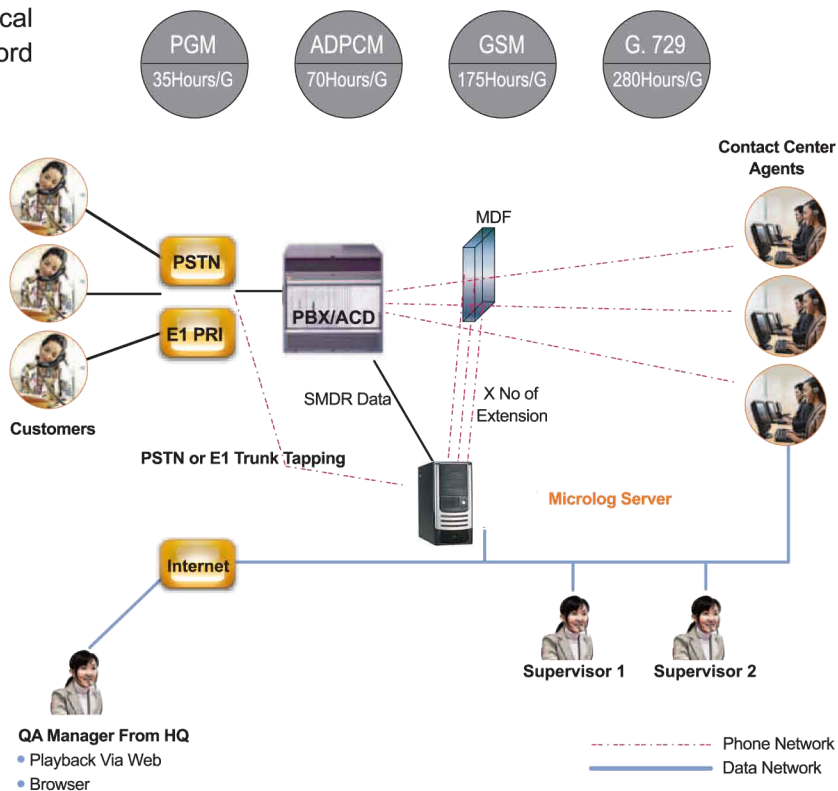
BENEFITS

Microlog Enterprise is a simple, powerful and cost effective voice recording solution to deploy in any organization. It is designed for contact center, executives, medical professionals, financial brokers, agents and others to record conversations in their course of work.



FEATURES AND FUNCTIONS

- Record telephone conversations into PC Hard Drive for easy retrieval, playback and storage
- Search recordings by Date, Time, Dialed Number, Caller ID, Extension & Remarks
- Stores conversations and recordings in high quality sound format
- Play back recordings and telephone conversations easily via local LAN or WEB browser.
- Recording on Demand, Voice Detection trigger recording, ON/OFF hook trigger recording
- Support DTMF and Incoming Caller ID
- Support RAID 1 (Disk Mirroring) for Data Redundancy
- User friendly Graphic User Interface (GUI) for easy operation



TYPICAL USAGE

- Call Centre, Help desk, Hospitals, Financial Institutions
- Record Conference Calls
- To handle customer disputes and complaints
- Protection of staff from abusive / difficult customers
- Quality appraisals
- Monitoring Customer Service