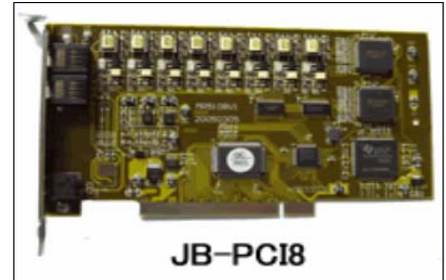


Phone Recording Systems

FEATURES

- It can record analog, digital extension, VOIP, T1, E1 or ISDN Phone Line, Radio or any other Type of audio Channel
- Recording are saved on the hard drive and can be back-up to archive media
- Live Call as well as past recording can be accessed over LAN and Internet
- All Call in number (with Caller ID) and call out number will be recorded



Benefits of Phone Recording:

Decrease Liability

A phone recorder provides an impartial record of what really happened during a call. This allows you to diffuse potential lawsuits as inoffensively as possible by e-mailing a copy of recording to the threatening party. If a case does go to court, the recordings are admissible as evidence under most state and federal laws

Reduce Costly Mistake

Save customer information and details that otherwise might be typed incorrectly or forgotten. Recording can be quickly reviewed by manager or employees to make sure that customer information, order information or shipping information was entered correctly. If there are errors they can be found and fixed on the spot without needing to contact the customer again. This reduce shipping cost, product returns and customer aggravation

Increase Customer & Employee Satisfaction

Easily find calls that exemplify excellent customer service or salesmanship and email these to your employees or used them in training meeting. Like wise, poor quality calls can be found by managers and sent to the employees to allow them to learn from their mistakes and improve. This will steadily improve employee performance and in turn, increase customers satisfaction.

Harvest Sales & Marketing Data

Sales and marketing departments valuable data that help them discover exactly what sales techniques or marketing campaigns are working. This can help the marketing department choose the most successful offers and create better offers in the future.

Increase Security

Presence of a phone recorder on the company lines often acts as a deterrent to all types of security breaches or inappropriate employee calls. Such security breaches or employee if necessary to act as evidence. This results in increase productivity as well as reduced costs and liability.

Design and specifications are subject to change without prior notice