

# VOICE LOGGER

**Technocom Systems** voice logger is a device or program used to record audio information from telephones, radios, microphones and other sources for storage on a computer's hard drive or removable media. There are two basic modes for recording: vox mode, which is voice-activated, and non-vox mode, in which the recording is continuous. Voice loggers are most often used by emergency services, such as the 911 system, and businesses, such as call centers. The recording systems are also used by security organizations and private individuals; although in these cases the legality of the practice may sometimes come into question. Voice Logger can be used at its best to monitor and control the business. Voice Logger is a software solution to record all incoming and outgoing calls, which later on can be retrieved for analysis and many other purposes. Recordings start and stop automatically using either phone Line voltage sensing or audio activation.

## **Voice Logger Benefits:**

**Record limitlessly** - Automatically record all conversations and keep a track of inbound and outbound interactions between agents and customers for quality assurance with our no-bar recording.

**Search capability** - Ease of searching through voice records without endless maze of menus and buttons. Associate records with specific voice logs (E-mail history, chat history, etc) to enhance efficiency in operations.

**Data back-up capability** - Save all the records, or select records to be backed up regularly. Voice Logger will analyze the records for timely back-up without worries about losing an important piece of information.

**Data Security** - Access to supervisors, managers, administrators or other qualified users only with strong security features to ensure data security for the voice logs and records.

**Multiple format support** - Convert the voice logs in MP3 format or conventional WAV format.

**Ease of reporting and viewing** - Access voice logs online and create comprehensive reports. Easily manage centralized or distributed agent workforce, and related voice records efficiently from any corner of the world.

**Unified interface** - Quick links (record, replay, forward, etc) allow you to perform routine functions with a single .