



PRIMACALL

PC-Based Voice Recorder

Why record calls?

The success or failure of the activities of many organisations depends on the integrity of the spoken word.

For example, a client agrees to buy shares at 114.20. A few days later, if the stock price plummets, the client claims that he had given no such instructions. A voice recording of the complete conversation can avoid the “I-said/you-said” disputes in which neither party can corroborate their own account of what happened.

Voice logging is an indispensable tool for transaction-verification and dispute-resolution.



Your choice for Voice

PrimaCall Voice Logger answers the need for efficient and reliable voice recording. And its competitive pricing makes it the most affordable option in today's market.

Transaction Verification

Voice logging is extensively used for sales verification, especially in an environment where critical information is shared and communicated, such as in telephone sales. By recording all conversations, the customers'

agreement to an order or charges is captured and verifies that the sale is authentic. Normally, the recording is never listened to, unless there is an argument about the transaction.

Dispute Resolution

Whether it is an order, a message or an accusation of improper phone behavior, a voice recording of the telephone conversation essentially becomes an impartial account of what actually happened. In the majority of cases, once the client listens to the recording, the

How does PrimaCall Voice Recorder benefit your business?

- 💡 Completely Windows-based recording solution on your computer means virtually unlimited storage of voice conversations, eliminating the need for frequent deletion.
- 💡 Access your recordings in a matter of seconds using multiple search criteria, unlike other solutions where recordings are accessed only in a serial fashion.
- 💡 *PrimaCall* Voice Recorder can run unobtrusively in the background without any visual indication of recording activity. Screens are restored on pressing secret keys only.
- 💡 Simple, easy-to-use screens present all information and allow you to change settings in a flash.
- 💡 E-mail your recordings with the press of a button. All recordings are in Microsoft-compatible formats, allowing playback using any Windows-based software.
- 💡 Multi-level password protection allows you to protect your recordings from unauthorised access. Further encryption of recorded data offers highest levels of

PrimaCall Voice Logger is packed with the most sought-after features including: email ready WAV file storage, feature-rich graphical user interface, recording rules that give supervisors extreme flexibility over recording, and many more.

Easy-to-use GUI

The completely integrated GUI provides a true Windows look-and-feel. All the user needs to do is 'point and click' to access all the functions of the Logger, allowing easy administration.

Visual Monitoring

Visual display of: Channel Activity, and Primary Disk Usage allows the administrator to instantly check the complete system status.

Customisable Channel Labelling

Each channel can be labelled with a name and extension number for ease of record search and retrieve.

Integrated Help

A Windows style Online Help Manual makes sure that the user is never far away from assistance!

Unlimited Online Storage

Storage of audio records is limited only by your hard disk space. *PrimaCall Voice Logger* imposes no limits on storage, storing over 5000 channel hours on a 40GB hard disk.. Even individual records have no limits.

Data Portability

True GSM compression allows the Logger to compress a 10-minute call to less than 1 MB of disk storage without deterioration in sound quality. Microsoft-native formats (GSM, ADPCM or μ -Law) allows users to play back recorded audio using any Windows-based audio players such as Windows Media Player. What's more, you can even e-mail recordings directly from *PrimaCall Voice Logger*!

Selective Recording

A provision of two recording time ranges, in addition to continuous recording allows not only control over the recording process but also conserves disk space.

Password-Protection

PrimaCall Voice Logger is secure against unauthorised access. No user is allowed access to any screens except the channel activity screen unless they have logged in.

Configurable Alarms

As the system is designed to operate unattended 24x7, it will notify the administrator via visual or email alerts if it encounters a problem or a user-definable event has occurred.

Multiple Reports

The system compiles reports for errors, user actions, and archive events. Reports are handily viewed from within the system itself. The reports are saved on disk in simple text format and can be easily mailed; enabling remote maintenance and support.

TECHNICAL SPECIFICATIONS

PrimaCall Voice Recorder offers full-time recording of calls, and on-demand and event-driven recording for transaction verification and dispute resolution, all on a single Windows-based platform.

Channel Capacity

1 or 2 lines

Recording Triggers

Voice Energy Detection (standard)

Recording Terminations

Silence, Scheduled

Audio Playback

Multimedia PC Speakers

Headphones

Playback via Windows Media Player or any standard WAV audio player.

E-mail

Simultaneous Record and Playback

System is capable of audio playback without affecting recording of any channel.

Audio Compression

<i>Compression Algorithm</i>	<i>Rate (Kbytes/sec)</i>	<i>Replay Quality (Subjective)</i>
GSM	1.6	Good
ADPCM	4.0	High
μ-Law	8.0	High

Search Parameters

The system captures call-specific data such as Date, Time and Channel number for subsequent search and retrieval of recordings from the date-time stamp.

Operating System

Microsoft Windows 98 / Windows NT4.0 or 2000 / Windows XP