



comvurgent **XTR Professional** Digital Call Recording Solutions



XTR Desktop

XTR Backoffice

XTR CallManager

XTR Reporter

XTR Reporter Pro



Today's Needs Meet Tomorrows Expectations • www.USBCallRecord.com



**WE UNDERSTAND
THAT EVERYTHING
CHANGES**

**XTR Professional
Grows With You**

**Purchase Only What
You Need Today...**

**...add Modules as
You Grow or as Your
Budget Allows**

Modular Software and Hardware

XTR Professional by Comvurgent is a suite of hardware and software modules that combine to offer a powerful, flexible and easily expandable Digital Call Recording solution for your business. You can start today with just a single extension of Call Recording and expand in stages with centralized recording, sophisticated reporting and agent call grading as and when your business demands, or your budget allows. **XTR Professional** is unique in offering a low entry level cost with sensibly priced add-on modules delivering the best value, fully digital, fully professional Call Recording solution in the industry!

Designed for Simple Implementation and Maintenance

XTR Professional uses Comvurgent's unique 'PBX-2-USB' technology to deliver 100% reliable station-side recording. USB connectivity simplifies the installation and maintenance of your Recording Solution. No special CTI links are required to capture the information required. **XTR Professional** simply connects to the wiring of each extension of your phone system in the communications room or at each telephone desktop.

Ongoing maintenance is simplified and Comvurgent's free software upgrades policy combined with Station-side connectivity ensures that if you change your Network Services, add VOIP circuits between office locations or implement other phone system upgrades, your Call Recording solution remains current, compatible and fully functional.

Record ALL your Calls

Station-side connectivity **records ALL calls** to each extension you choose to connect. This includes internal calls, inter-office calls via private lines or VOIP connections and non-ACD calls. Unlike trunk-side recording systems, **XTR Professional** provides your Supervisors with a true representation of daily activity for each agent.

Recall Selected Calls

XTR Professional's Supervisor applications allow you to determine which calls need review. You can quickly search by agent name, time/date, number dialled, duration and many other parameters. Supervisors can play recordings, add comments and email or export recordings to other users. Additionally, all agents can be given access to certain recordings using **XTR Desktop** at no extra cost.

Reports As Needed

If your Supervisors need sophisticated reports on agent activity, **XTR Professional** offers add-on modules to deliver the information you need in the graphical or tabular format you require. Supervisors can view in real time on-screen or export in a variety of standard formats for insertion into your business reports.

Agent Grading

XTR Professional's optional Agent Grading module allows your Supervisors to accurately evaluate agent calls using your programmed parameters. **Agent Grading** uses sophisticated weighting techniques to score and help improve your agents performance.

Plug n' Play Hardware Options

XTR Professional offers a range of connectivity options to suit your precise needs. Our hardware portfolio starts with the single extension **Digital 01**. Connecting at the agent Desktop, **Digital 01** allows you to implement a fully professional, fully centralised recording solution instantly at minimum cost!

For centralized communications room connectivity, **XTR Digital 04** and the rack mounted **XTR Digital 16** offers modular 4 and 16 extension connection capability. **XTR Digital 04** and **16** allow you to build recording solutions for the largest phone system installations (up to 48 extensions can be connected onto any one PC).

All of the **XTR Professional** hardware options have USB connections to allow **Plug n' Play** instant connection and upgrade. **XTR Professional** is unique in offering a range of cost effective connectivity options to suit the smallest business and budget yet expand to the largest installations.



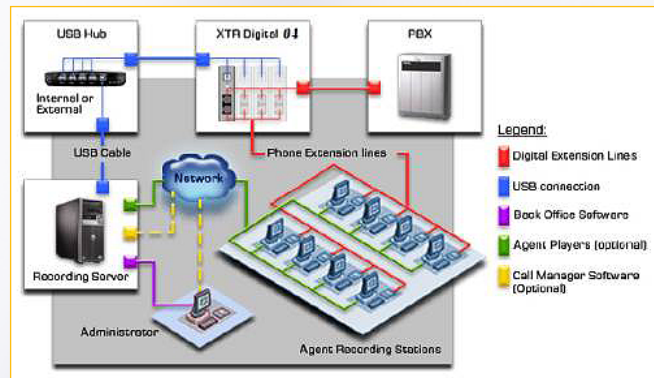
Network Connectivity

Control and Management

You determine where **XTR Professional** stores the calls for each agent. The efficient file structure means you can store 170 hours of recording per Gigabyte (that's almost 14,000 hours of recording on a standard 80GB hard disk!).

You can access the recording archive from any PC on your network via **XTR Desktop**, **XTR Call Manager** or **XTR Reporter** and archive calls to CD, DVD or other media.

Each recorded extension can have unique archive settings (local or remote). You can set thresholds to record calls above a minimum duration and choose to auto delete calls after a certain period, or when a certain disk usage limit is reached.



XTR Professional is compatible with the following telephone systems:

- Avaya Definity (2-wire Digital phones)
- Avaya Magix
- Avaya IP office
- Toshiba DK & CTX (2000 & 3000)
- Nortel Norstar & BCM
- Nortel Meridian
- Vodavi/LG
- Siemens Hicom/HiPath
- NEC Electra Elite/IPK
- NEC NEAX 2000/2400
- Panasonic KXTD/KXTD-A/DBS
- Tadiran
- Telrad

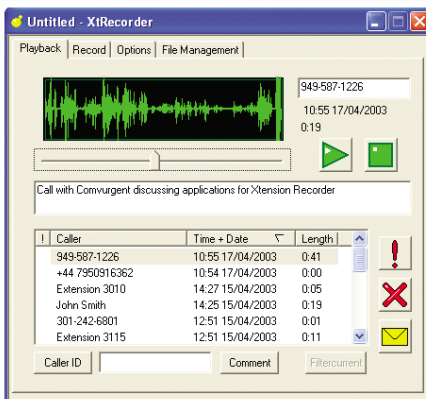
Comvurgent is constantly adding new phone systems, please contact us if your phone system is not on the list above.

XTR Professional Software Solutions

Our world-class hardware solutions are complimented by a suite of software applications designed to maximize the information extracted from your recording archive. Modular, expandable functionality is delivered via 4 easy to use packages:

XTR Agent Desktop

XTR Agent Desktop - A complete recording system in its own right! **XTR Agent Desktop** is provided with our **XTR**



XTR Agent Desktop - a surprisingly powerful recording solution in its own right!

Digital 01 hardware allowing you to build a comprehensive agent based distributed recording solution with local or centralized archive. **XTR Agent Desktop** is also a great tool to allow your agents to listen to their own recordings where communications room recording is implemented using **XTR Digital 04** and **16** hardware.

XTR Call Manager

XTR Call Manager - Provided as standard with **XTR Digital 04** and **XTR Digital 16**, Call Manager is a powerful Supervisor monitoring application allowing search, playback and export of recordings across multiple agents.

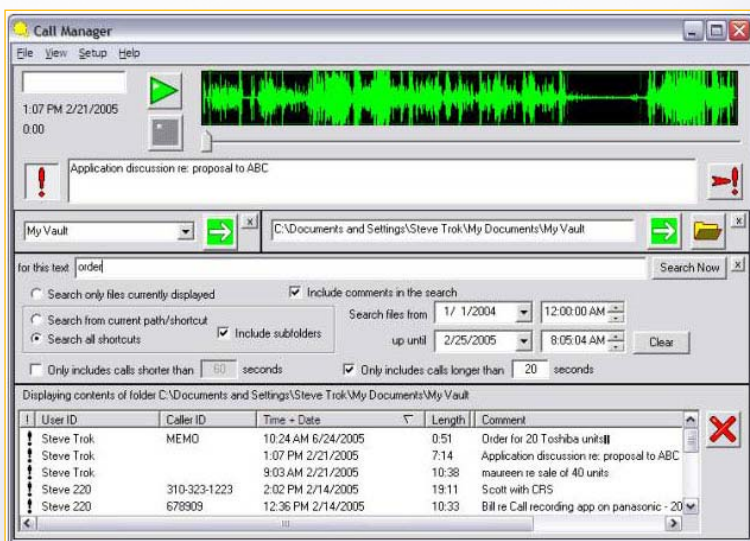
XTR Reporter

XTR Reporter - This optional package provides advanced retrieval and reporting features for the Supervisor who wants extra tabular and graphical analysis and export for report generation.

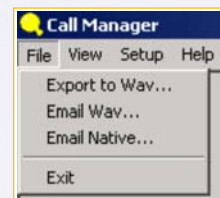
XTR Call Score

XTR Call Score - An add-on package to **XTR Reporter** that uses sophisticated weight-based scoring for agent call grading. **XTR Call Score** is ideal for environments where agent performance and formalised improvement techniques are required.

XTR Call Manager - Supervisor Position



- Search and playback recordings across multiple agent groups.



- Play, pause, fast forward & rewind recordings
- Shortcuts for instant Agent & workgroup recording lists
- Add notes for follow up
- Storage vault for one-touch copy to private storage location
- Export recordings in .wav format or email

XTR Reporter - Intuitive Simple Management

The **XTR Reporter** optional module is an invaluable tool for Supervisors needing detailed reports on agent activity. **XTR Reporter** also adds advanced playback functionality for listening to recordings more efficiently.

Additional Listening features include:

Speed Control on Playback - plays recordings faster or slower allowing a supervisor to quickly identify key areas of a conversation and capture key points of a discussion.

Call Slice - Simple cut, paste and email of only the 'important' part of a conversation for rapid listening by others.

Auto-Playback - Allows a Supervisor to continuously playback a list of recordings in succession.

Random Playback - Automatic random playback from a list of calls.

Reverse Directory Number Search - Look up the directory listing of a number using the most popular on-line directories.



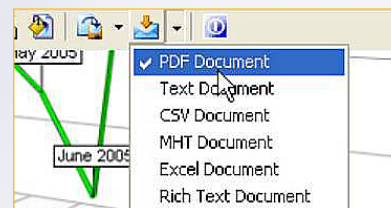
Reports and Statistics Features

A variety of reports can be compiled and printed in graphical or tabular format. A simple 'click' on a report will allow playback of the associated recording.

The comprehensive Reports can be generated using:

- Agent statistics
- By day of week
- Week of month
- By month

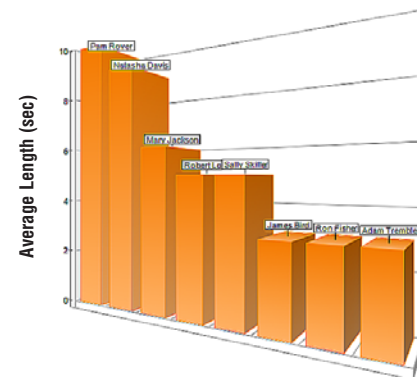
Once compiled, reports can be exported in a variety of formats for insertion into departmental reports.



Source: Shortcut: My Recordings Date Range: 1/3/2005 - 1/6/2005
(Reported on: Wednesday, August 03, 2005)

RECORDINGS					
#	FileName	User ID	Date and Time	Caller ID	Length
1	C:\Documents and Settings\Steve Trok\My Documents\basils calls\1000 RECSvr_rep_sample_data_rec_100057.vr	Sally Skiller	1/4/2005 9:45:00 AM	5668017220	00:00:04
	We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. That to secure these rights, Governments are instituted among Men, deriving their just powers from the consent of the governed, That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it, and to institute new Government, laying its foundation on such principles and organizing its powers in such form, as to them shall seem most likely to effect their Safety and Happiness. Prudence, indeed, will dictate that Governments long established should not be xxxxxajqj			0.01	1
2	C:\Documents and Settings\Steve Trok\My Documents\basils calls\1000 RECSvr_rep_sample_data_rec_100089.vr	Adam Tremble	1/5/2005 7:25:00 AM	5905833001	00:00:03
	We hold these truths to be self-evident, that all men are xxxxxajqj			0.01	
	C:\Documents and Settings\Steve Trok\My				

Average Recording Time - 1/3/2005 to 1/6/2005



XTR Call Score

XTR Call Score allows a Supervisor to 'score' an agents performance during any particular call. **XTR Call Score** is ideal for providing formalised improvement for agents as well as a perfect way to track increased performance over time.

XTR Call Score uses sophisticated 'weighting' techniques to build a percentage score from a set of supervisor determined parameters.

Shortcut: Sales Department Sunday, September 25, 2005 5:56:13 PM

Show / Hide Analyze Group Views Search in: All for Find Refresh

Info	User ID	Caller ID	Service	Sales Calls	Date and Time	Length	Comment
	Robert Love	555555882	(All)	31.2%	1/18/2005 2:21:23 PM	00:00:04	
	Paul Black	555555551	(Graded)	70.0%	1/18/2005 1:51:00 PM	00:00:04	
	Robert Love	555551368	(Not Graded)	18.4%	1/18/2005 1:41:52 PM	00:00:04	
	Mary Jackson	555554680	Less than 10%	77.2%	1/18/2005 1:32:02 PM	00:00:04	This is a s
	James Bird	555555491	Less than 50%	77.2%	1/18/2005 1:10:32 PM	00:00:06	
	Sally Skillet	555553910	Less than 70%	66.8%	1/18/2005 12:45:50 PM	00:00:04	
	Henry Norris	555556924	Greater than 30%	77.2%	1/18/2005 12:20:05 PM	00:00:08	
	Henry Norris	555555115	Greater than 50%	77.2%	1/18/2005 11:21:42 AM	00:00:08	
	Pam Rover	555553312	Greater than 90%	25.5%	1/18/2005 11:12:55 AM	00:00:04	
	Adam Tremble	555551407	Equals 100%	31.6%	1/18/2005 10:42:11 AM	00:00:18	
	Mary Jackson	555557685		31.6%	1/18/2005 10:13:42 AM	00:00:04	
	Olivia Braves	555553534		69.6%	1/18/2005 8:42:12 AM	00:00:04	
	Oscar Sanderson	555556531		66.9%	1/18/2005 8:34:24 AM	00:00:04	
	Susan daily	555557443		21.2%	1/18/2005 8:14:10 AM	00:00:04	
	Paul Black	555553448		42.0%	1/17/2005 3:35:25 PM	00:00:04	This is a s

Recording Count: 1561 | Important Count: 758 | Disk Space: 15.6 MB | Total Length: 02:01:12 | Scored: 1560

'XTR Professional Delivers!'

Whatever your call recording application, the XTR Professional suite of hardware and software modules provides the perfect entry level or high-end solution.

To find out more about XTR Professional visit www.USBCallRecord.com

To obtain a quote or to discuss XTR Professional implementation, please contact our authorized dealer from the details below.

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