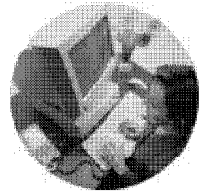


Call Recording Solutions Overview



XTENSION RECORDER BACKOFFICE IS OUR PREMIUM CALL CENTER SOLUTION DESIGNED FOR MULTI AGENT AND MULTI SUPERVISOR OPERATION.



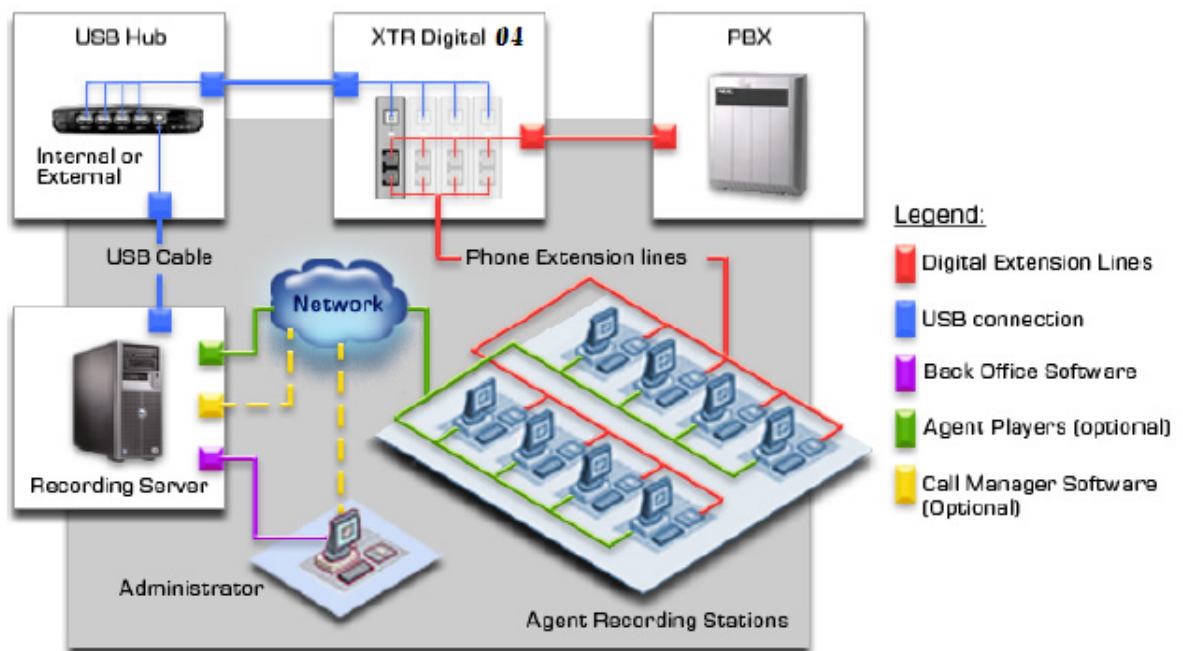
Introduction

This document describes the features and capabilities of the Xtension Recorder's BackOffice Software when used with the Digital 04 hardware as a centralized Call Recording and Storage solution.

The Xtension Recorder BackOffice solution consists of a four port USB device that taps across the digital extension pair of a proprietary PBX telephone (such as Nortel Meridian or Avaya Definity), a PC for interfacing the recording devices, the BackOffice Recording software and the Call Manager Player. Additionally, XTR Reporter is available for applications requiring detailed reports on calls and agent statistics.

Connectivity

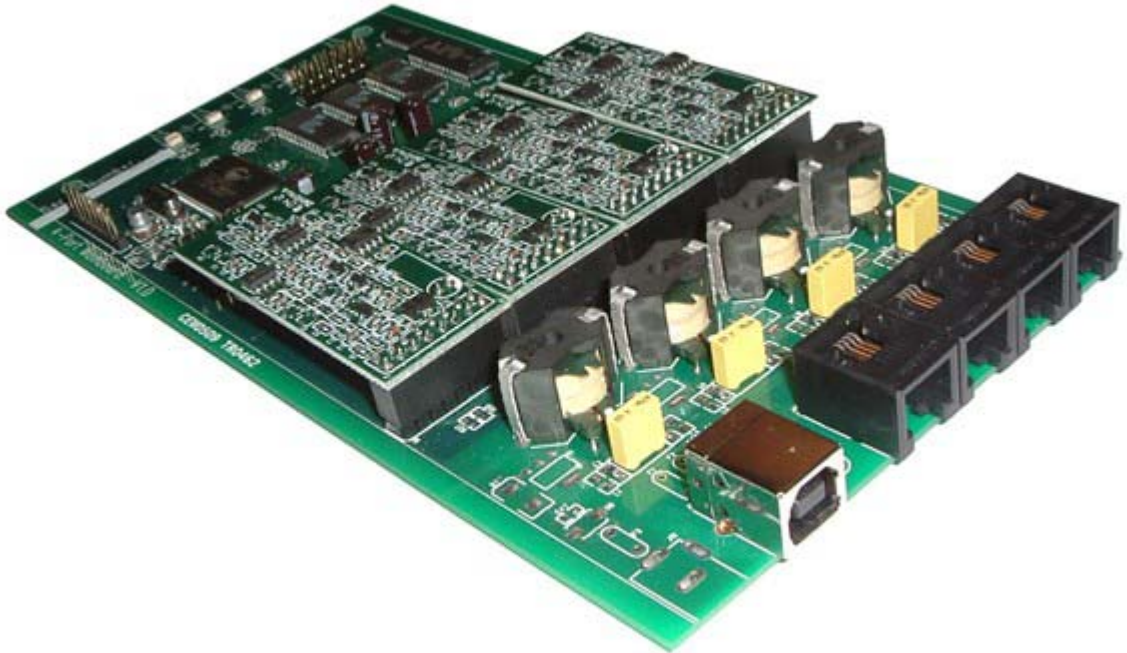
The diagram below shows the connection configuration of the Comvrgent BackOffice solution:



The Xtension Recorder hardware connects in-line with each digital pair directly from the PBX. No power is required and because the in-line connection is simply a t-connect 'tap' of existing wiring connections to each telephone, Xtension Recorder does not affect in any way the telephone operation with or without connection of the host PC via USB. Up to 48 devices can be connected onto a single PC. If more devices are required additional PCs can be utilized.

The USB Device

This section describes the low-cost USB device hardware specification. The picture below shows the Dig04 board removed from the aluminium case:



Device Connections

The USB recording device has 5 connectors:

- ❑ One PC USB connector, from which the device derives its power and streams all speech and control channel information up to the host PC and the Xtension Recorder BackOffice application.
- ❑ Four Digital Phone line connectors that passively 'tap' across the PBX/Keyset digital connection and 'listen' in high impedance mode to the signalling on the line.

Device Performance

The device does not interfere with the communication between the PBX and the Digital telephone. The device does not require USB power or a connection to the PC to maintain the functionality of the telephone in its normal manner.

The device meets the appropriate FCC and UL requirements required for this type of communications device.

Device Firmware

The device is 'soft up-loadable' i.e., its firmware and FPGA low-level protocol decryption is uploaded from the PC driver and Xtension Recorder application at runtime. This allows easy upgrade and enhancement of the product in the field as required.

PBX Compatibility

The device is compatible with the following PBX's and digital telephones:

- | | |
|--|--|
| <ul style="list-style-type: none">• Avaya Definity• Avaya Magix• Avaya IP office• Toshiba DK & CTX• Nortel Norstar & BCM• Nortel Meridian• Vodavi/LG | <ul style="list-style-type: none">• Siemens Hicom/HiPath• NEC Electra Elite/IPK• NEC NEAX 2000/2400• Panasonic KXTD/KXTD-A/DBS• Tadiran• Telrad |
|--|--|

Other protocols will be announced upon completion of development. For specific requests, please contact Dees.

PC Requirements



Minimum Specifications:

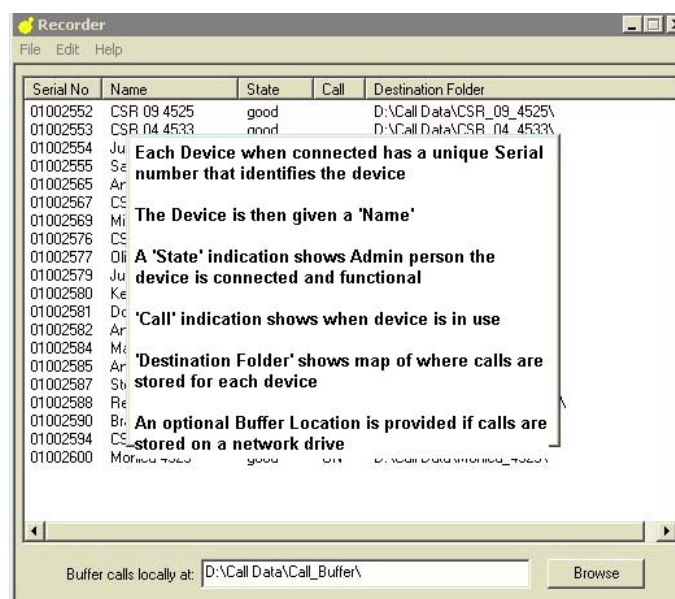
P3 2.5 Ghz, 512 mg RAM
Windows XP or 2000 Pro
1 USB port for each Dig04 device
1 USB Controller Card for each 5 devices
Sufficient Hard-drive capacity/redundancy as desired
168 hours of recording per GB

Back Office Recorder Software

The BackOffice Recorder software is loaded onto the PC provided by the user or reseller. This software simply identifies each device and allows the installer to name the device (extension number or name) and then map where the calls for each device are to be stored. This logic automatically creates a file structure where each user's calls are automatically separated into individual folders for easy retrieval.

The calls are compressed using GSM 6.10 which provides up to 168 hours of recorded calls per gigabyte of memory. The files are each given a unique file name (date & time of call).

To access these stored files the manager or supervisor utilizes the provided BackOffice Player software or the Desktop Digital01 software as described in the following sections.



Setup Options

Enter line details

Device serial number: 01007259

Either

Delete this Entry

Or - Enter information about this line

User or extension name
e.g. John Doe or Extension 300: steve

File Path: C:\Documents and Settings\Steve Trok\My Documents\My Calls\
The disk or network location where calls will be stored: Browse...

Audio Balance: Boost (%) Local: 100 Remote: 130

Ignore calls shorter than: 30 seconds

Automatically erase calls:

- Never
- After 29 days
- When 50 Megabytes of disk space used

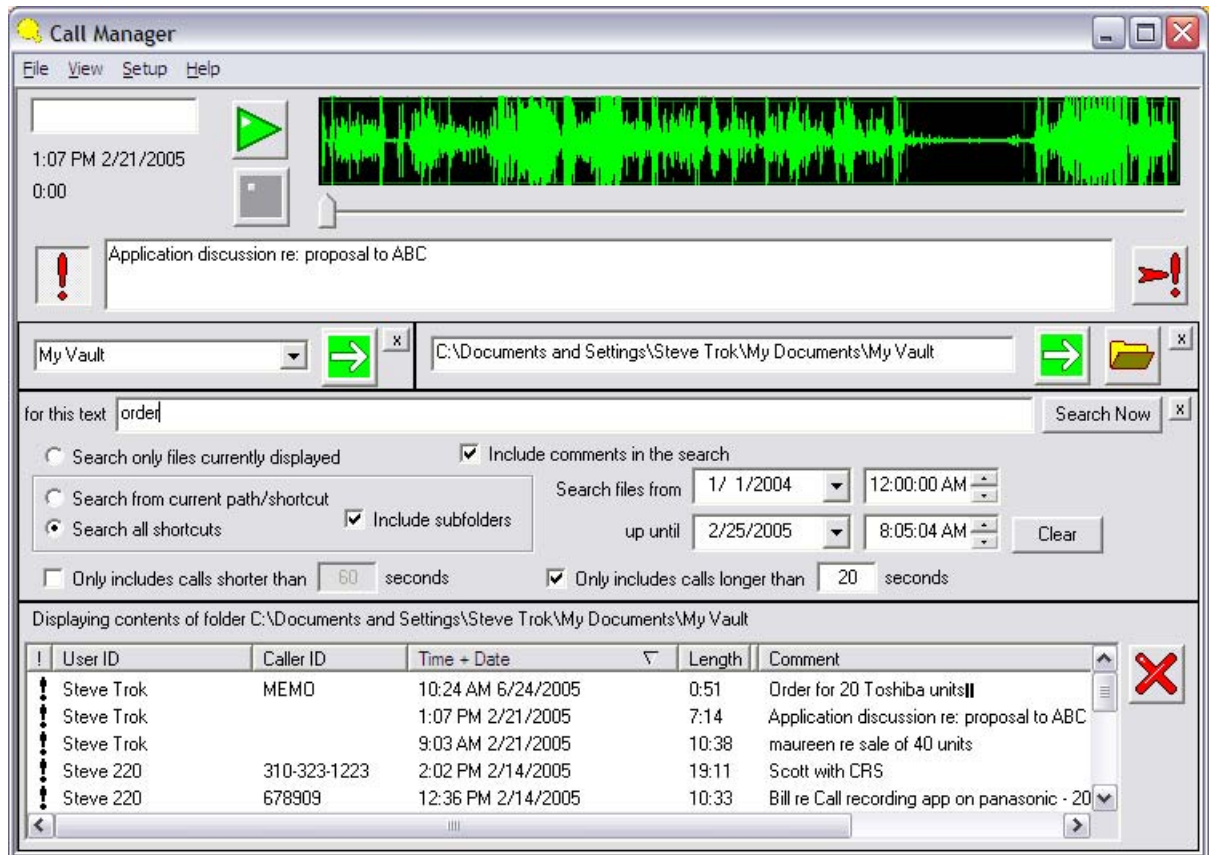
OK Cancel

Each Port has a unique serial number identifier, the installer then names each device, maps where the calls are to be stored, can control the Audio Balance, and set Call Storage Criteria.

XTR Supervisor Software

There are 3 Options available for a Manager or Supervisor to utilize for searching for and playing back of archived calls, CallManager and XTR Reporter and XTR Reporter Pro.

XTR CallManager



Call Manager can be loaded on any user or Manager's PC or directly onto the Storage Server. The player is used to access the storage folders and to search for and playback specific calls.

Shortcuts are created to each agents archive. Calls can be searched by Agent, Date, Time, CallerID and Number Dialed (if supported), key words in note text or by length of call.

The Supervisor can then quickly and easily store calls for future follow-up, email, or convert to standard .wav format.

XTR Reporter



XTR Reporter takes Call Manager to the next level.

XTR Reporter Pro

File Edit Tools Window Help About

Print Export Report Add To Hotlist Play Important Email Export WAV Delete Reverse Search FTP Upload Copy To...

Control Panel

Shortcut: My Recordings

Wednesday, August 03, 2005 10:33:26 A

Info	User ID	Caller ID	Date and Time	Length	Comment
🔊	Mary Jackson	7357367854	1/6/2005 2:03:00 AM	00:00:08	We hold these truths to be self-evident, that all men e
🔊	Natasha Davis	5905833001	1/6/2005 1:00:00 AM	00:00:09	We hold these truths to be self-evident, that all men e
🔊	Pam Rover	3415898948	1/5/2005 10:32:00 AM	00:00:10	We hold these truths to be self-evident, that all men e
🔊	Adam Tremble	5905833001	1/5/2005 7:25:00 AM	00:00:04	We hold these truths to be self-evident, that all men e
🔊	Sally Skiller	5668017220	1/4/2005 9:45:00 AM	00:00:05	We hold these truths to be self-evident, that all men e
▶ 🔊	Ron Fisher	5084353472	1/4/2005 7:50:00 AM	00:00:04	We hold these truths to be self-evident, that all men..
🔊	James Bird	3985529947	1/4/2005 6:07:00 AM	00:00:04	We hold these truths to be self-evident, that all men e
🔊	Mary Jackson	3415898948	1/4/2005 1:18:00 AM	00:00:04	xxxxajjan
🔊	Robert Love	4668249000	1/3/2005 8:33:00 AM	00:00:05	xxxxajpv
🔊	Ron Fisher	3364372395	1/3/2005 12:23:00 AM	00:00:04	We hold these truths to be self-evident, that all men e

XTR Player - xtr_rep_sample_data_rec_100890.xtr

Imp User ID Caller ID Date / Time Comment

Ron Fisher 5084353472 1/4/2005 7:50:00 AM We hold these truths to be self-evident, that all men are created equal, that they a...

Speed: 110% Playing... 00:00:01 / 00:00:03

Pause Stop Speed: 110% Normal

XTR Reporter (Version Beta 1.00) for evaluation and demonstrative purposes only. Not for resale or distribution. Copyright © 2002-2005 Telelogix. All rights reserved.

XTR Reporter provides statistical information about each agent and their recordings so the manager can use this data for performance comparison and reviews.

Reports and Statistics

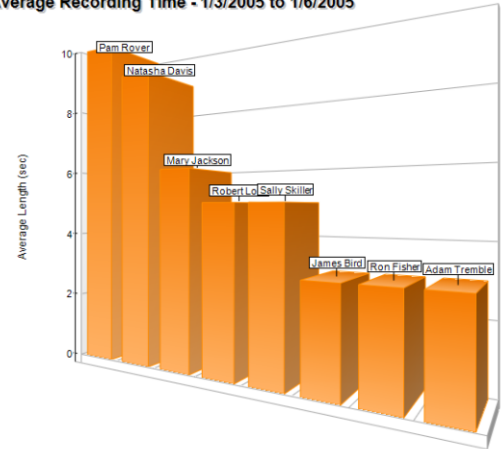
Reports are printable in graphical layouts, or simple recordings lists. It is also possible to link the actual recordings to the reports that are generated.

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 RECS\tr_rep_sample_data_rec_100057.xr	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 xxxajqj			0.01	!
2	C:\Documents and Settings\Steve Trok\My Documents\basils calls\1000 RECS\tr_rep_sample_data_rec_100089.xr	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 xxxajqq			0.01	
	C:\Documents and Settings\Steve Trok\My				

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



Player Enhancements in XTR Reporter

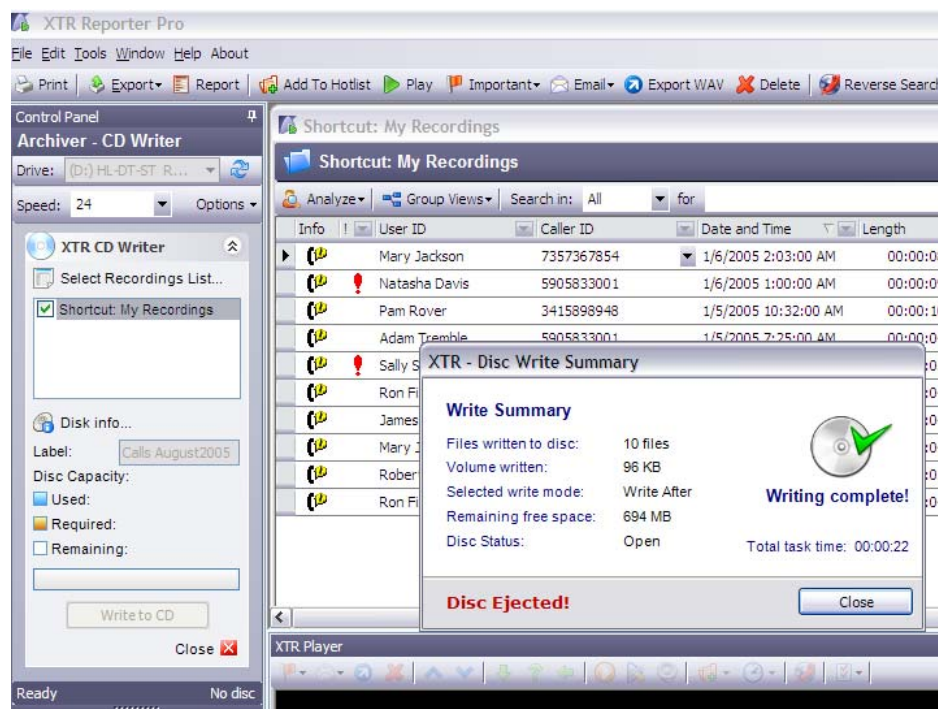
In addition to reporting capability, XTR Reporter adds many Playback features for the Supervisor:

- ❑ Speed Control on Playback- playback recordings at up to 2 times normal speed. Why take 10 minutes to listen to a 10 minute call? Or , when needed slow down the call to capture key points of the conversation.
- ❑ Call Slice – simple cut and paste of only the ‘important’ part of the conversation. Email only the key points of the conversation when needed.
- ❑ Separate Volume control for playback application- doesn't affect your overall PC volume.
- ❑ Auto-Playback of Selected Calls
- ❑ Random Playback of Selected Calls
- ❑ Reverse Directory Number Search- for those systems that support CallerID, you can easily ‘look up’ directory listings for numbers using the most popular on-line directories.

XTR Reporter Pro



XTR Reporter Pro adds Call Archiving to CD, DVD or FTP site to the core XTR Reporter application.



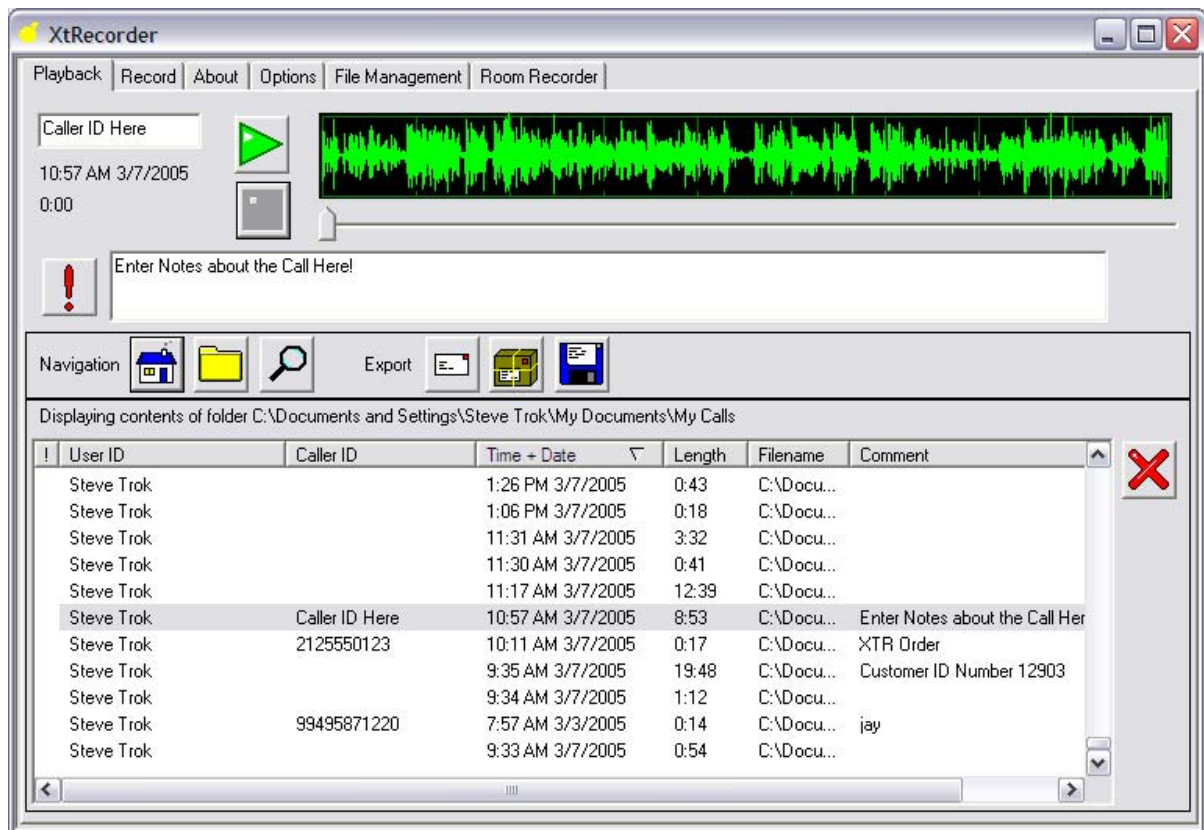
Simple CD or DVD Backup or upload to FTP site. Quick simple archiving from within the same application speeds time and simplifies process.

XTR Desktop Player Software

The Desktop Player software can also be used by a manager or supervisor to listen to archived calls. This software can also be loaded onto the client PC if desktop listening and call management is required.

A quick-start instruction sheet accompanies the Xtension Recording software as well as a pre-recorded user guide that steps the user through the various options of the Xtension Recorder.

Agent or Desktop Player



The Xtension Recorder desktop Player is freely distributed and can be used by any agent, or anyone that wants to play back Xtension Recorder files in their native format.

Simple one-touch functions allow easy navigation and export options. Notes can be added during playback to simplify searching for calls at a later date. The XTR Player is a simple, intuitive and powerful software tool for agent use.

Other products from Comvurgent:



Dig01-

Simple desktop connectivity. Uses XTR Desktop software, storage can be on local PC or mapped to network drive for centralized storage and management of calls. Can be used with Call Manager and XTR Reporter and XTR Reporter Pro



Universal Adapter-

Desktop Solution for SOHO, Analog Phones or Digital/IP Phones in Handset mode.

Uses XTR Desktop software can be stored on local PC or mapped to network drive for Centralized Storage and Management of Calls