



**TVRS** (Telephone Voice Recording System) is the new Multi-Channel Digital Recording System. It consists of attaching a recording device to phone, radio or audio lines and having a way of playing back these recordings. Call centers were early adapters and most of us are familiar with the little recording at the beginning of a call that reminds us that "this call may be recorded for training or quality assurance purposes."

**TVRS** is packed with powerful features which you expect from a heavy duty, reliable, high demand system, easy to use unattended digital voice logging and quality monitoring system.

**TVRS** enables automatically records all or selective telephone conversation on all or selected telephone line simultaneously via analog trunk/extension, digital trunk ISDN PRI E1 lines. Combining intuitive navigation, a powerful search engine, state-of-the-art custom-built hardware and multi-level security, the **TVRS** is the obvious choice for any organization that understands the value of information.

## Benefits:

### 1. Decrease liability

A **TVRS** 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 the recording to the threatening party. If a case does go to court, the recordings are admissible as evidence under most state and federal laws.

### 2. Reduce costly mistakes

A **TVRS** saves customer information and details that otherwise might be typed incorrectly or forgotten. Recordings can be quickly reviewed by managers 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 reduces shipping costs, product returns and customer aggravation.

### 3. Increase customer & employee satisfaction

Easily find calls that exemplify excellent customer service or salesmanship and e-mail these to your employees or use them in a training meeting. Likewise, poor quality calls can be found by managers and be sent to the employees to allow them to learn from their mistakes and improve. This will steadily improve employee performance and in turn, increase customer satisfaction. Employees appreciate how the recordings back them up when customers exaggerate or fabricate problems.

### 4. Harvest sales & marketing data

A **TVRS** gives your sales and marketing departments valuable data that will help them discover exactly what sales techniques or marketing campaigns are working and more importantly, why they are working. A sales manager can review calls that resulted in successful sales and glean ways to improve the sales dialogs for the entire sales staff. A marketing manager can listen to the same calls and discover what offers are working best, or the reasons customers give for not taking those offers. This helps the marketing department choose the most successful offers and create better offers in the future.

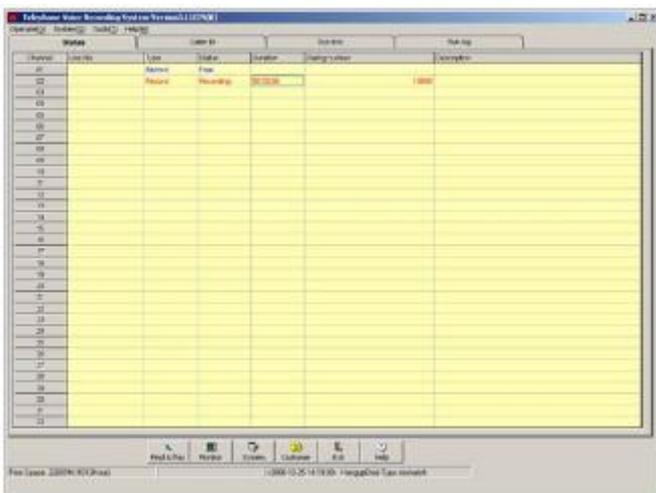
### 5. Increase security

The simple presence of a **TVRS** on company lines often acts as a deterrent to all types of security breaches or inappropriate employee calls. Such security breaches or inappropriate calls can be detected and then used to either address the problem with the employee or if necessary to act as evidence. This results in increased productivity as well as reduced costs and liability.



## Features:

- Supports Windows 2000 / XP / 2003
- Support from 2 to 120 Channels in one chassis
- Support Analog Trunk , Analog Extension and Digital Trunk (E1 ISDN-PRI)
- Real-time monitoring conversations on every line.
- Support 3 recording modes : Auto-recording, Voice-control and Manual recording by using the DTMF keys
- List and print out all the Incoming / Outgoing, the conditional inquiry and special remarks.
- 2:1, 4:1 up to 8:1 compression codec for longer storage time (depending on hardware model) with up to 280Hrs per GB
- Automatic backup feature. Provides system file and voice file backs up to storage device such as DVD-Writer, network path, FTP.
- Limit recording length
- Incoming customer management system to identify the Incoming calls and the screen Pops up automatically.



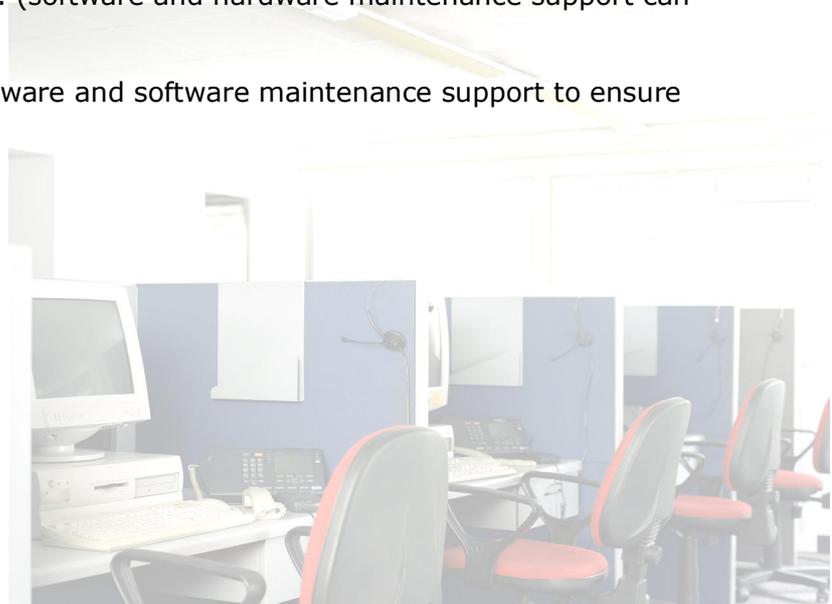
- Scheduling Recording, Can define the starting time and finishing time for a recording. Can also be programmed to record during a specific period of time or a day.
- Define 'not record' or 'record only' number for those numbers that should not be recorded in the special list, for example, modem, fax, or other personal number.
- Multi-level security access and operation logs to record all the operations and activities.
- Enables privacy on some lines for a specific subscriber. Can setup password protection for individual subscribers besides the supervisor password for the administrator.
- Additional license-free software is supplied free of charge to allow remote monitoring, search,

playback, system administration, and recording control, from one or more PCs, across LAN, Internet.

- Unlimited View, Search and Play voice from WEB Browser including save the voice file in WAVE format
- Alarm information is displayed on the screen or by an e-mail incase of emergency

## Advantage:

1. Telephone Voice Recording software that is easy to use.
2. Non proprietary PC hardware for ease of maintenance & scaling.
3. No charge for multiple seat licenses of the remote client software.
4. No mandatory yearly service contracts to pay. (software and hardware maintenance support can purchase separately)
5. Real-time silent monitoring and web client
6. 1 Years product warranty and extensible hardware and software maintenance support to ensure service continuity



## Support and Capacity

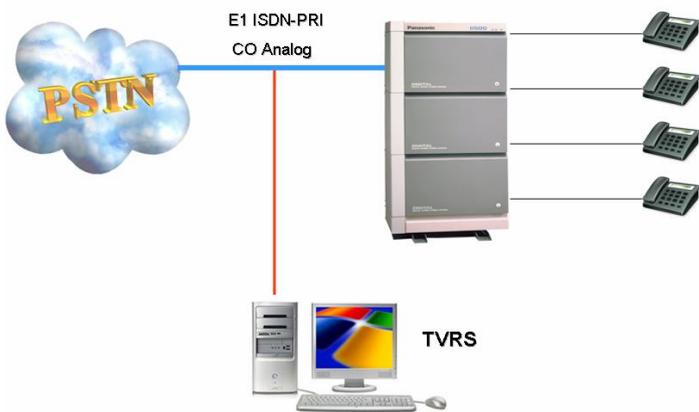
Computer with DVD Writer, 17" Monitor, Mouse, Keyboard, LAN interface  
Harddisk storage 10,000 - 135,000 hours of voice recording , larger storage can be specified  
Optional : mirror disk, hot swap disk can be specified too.

### Channel Support (Per server)

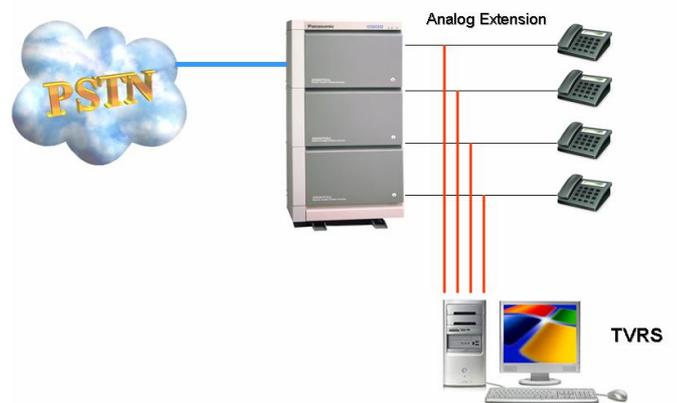
Analog up to 96 channels

Digital E1 up to 120 channels

Trunk side recording



Extension side recording



TVRS access method



Web access



Client access

For more information contact

**iSPIRIT CO.,LTD.**

iSpirit Co.,Ltd., Tel. 0-2247-2510, email : [sales@ispirit.co.th](mailto:sales@ispirit.co.th)