



ConVox

Voice Logger

Ultimate Solution for recording all your calls

The first interaction a customer has with your organisation is usually via the phone

Are you Aware :-

How your customer complaints are being dealt with?

How quick your organisation is in responding to your customers?



Have any proof of actual conversation with client, at the time of disputes ?

How knowledgeable your front-line staff are in dealing with customer queries?

The way your organisation handles telephone calls plays a major role in determining the success and future of your organisation.



We have ConVox Voice Logger to understand, monitor and effectively supervise your organization's interactions on phone



What Is it?

ConVox Voice Logger is a solution to record all incoming and outgoing calls, which later on can be retrieved for analysis and many other purposes

It is a multi-channel voice logging tool that works in cohesion with audio channels, analog, digital and VoIP telephone lines.



How it is beneficial

It helps in improving customer service by enabling the upper level management to review the actual telephone conversation with the customer.

Continuous evaluation ensures customer satisfaction and quality management in an organisation.

FEATURES



Audio Logs of All Calls



Records Complete Call Information



Multi-login Facility with Admin. Rights



Real-time Call Monitoring



User-friendly Browser based Interface



Audio Compression to Multiple Formats



Advanced Search with Extensive Options



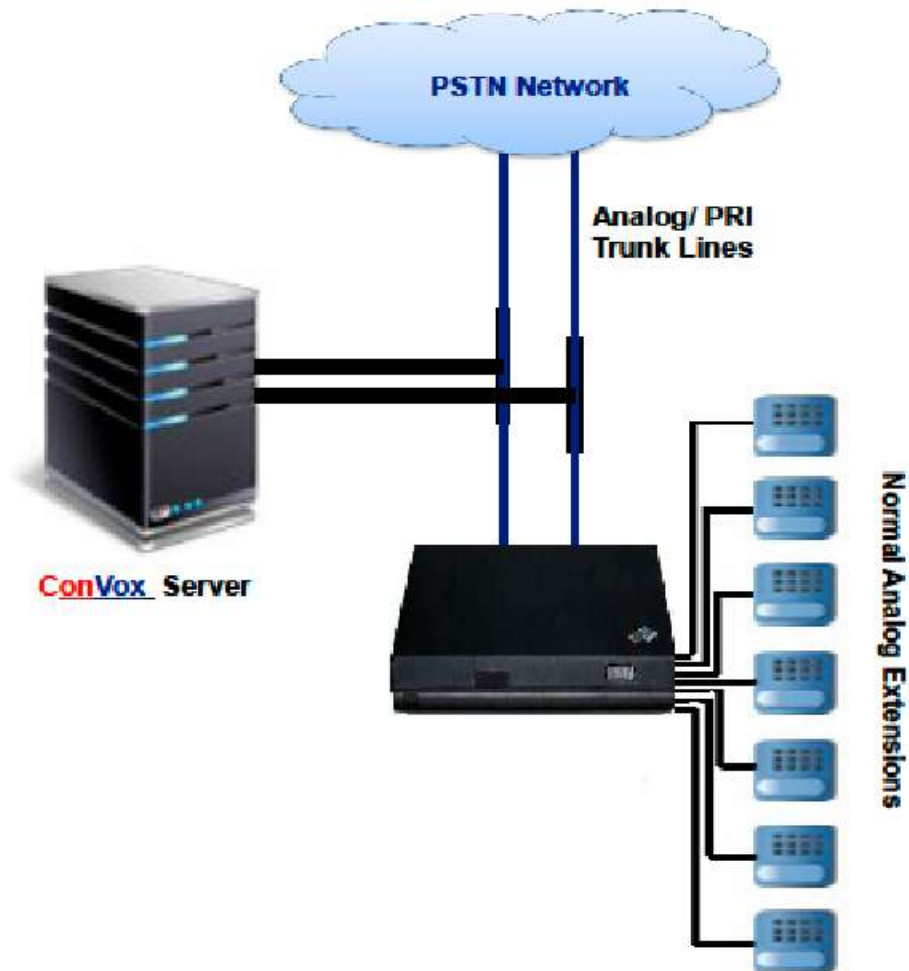
Multiple Product Connectivity to Single PC



Audio Player for Call Analysis



Scalable to Log Higher Densities



Setup Diagram

VOICE LOGGER REPORT		
Start Date	12-12-2012	Start Time 11 37 29
End Date	12-12-2012	End Time 14 37 29
Extension:	ALL	
Length in Sec >:		Phone Number:
<input type="button" value="SUBMIT"/> <input type="button" value="Download"/> <input type="button" value="ZIP"/>		
EXTENSION	No. of Calls	Duration
012	85	00:49:53
013	81	00:35:52
016	2	00:01:42
017	1	00:00:08
020	2	00:00:27
021	30	00:26:35
022	2	00:04:26
024	2	00:00:47
025	4	00:06:49
026	14	00:10:17
027	18	00:17:20
028	27	00:29:34
029	17	00:28:51
031	22	00:11:51
032	13	00:15:21
033	40	00:48:48
034	36	01:00:15
035	10	00:07:38
038	5	00:02:33
039	61	00:50:48

Screen Shots



KEY CUSTOMER BENEFITS

Quality Control

Call handling can be monitored on a regular basis to enhance the performance of the employees. Regular check on the live and recorded calls allows to prepare appraisal reports that can be utilised to enhance the communication skill



Customer Satisfaction

To maintain a strong relationship with the customers you need to provide excellent support service. Recording of calls and interaction analysis helps to ensure the best-in-class service to the customers. Daily analysis of interactions over phone reduces spoken errors and improves performance thus resulting in complete customer satisfaction.

Dispute Resolution

Recording of the telephone conversation can be priceless when you overcome disputes in your business. The logged conversations act as an important proof to solve the differences and retain the respect of your customers.



KEY CUSTOMER BENEFITS



Policy Compliance

The customer support representative in your office is aware of the call monitoring process taking place at the back-end. The support personnel will adhere to company policies and regulations, and thus there will be a chance of minimal spoken errors.

Organisational Development

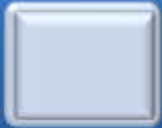
Continuous reviewing of the calls enhances the efficiency of the staff thus resulting in complete customer satisfaction.



Performance Management

There are chances that the front office or the customer support staff while answering the calls may commit speech errors. The staff can hear their own voice conversations with the customer to avoid mistakes and improve call etiquette.

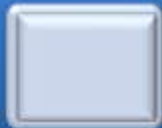
COMPANY BEHIND **ConVox** SOLUTIONS



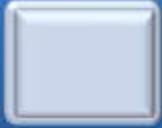
Deepija Telecom (P) Ltd. is a fast growing software development company in the area of CTI/ IVRS and VoIP.



Our products include Call Centre Packages, Conference Bridge, Voice Logger, IP-PBX and IVRS.



Head office in Hyderabad with branch offices in Mumbai, Bangalore, Chennai, Delhi and Pune



Focus on R&D and innovation



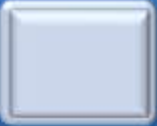
Open Source Experts



High quality products and strong customer support.



INSTALLATION AND MAINTENANCE OF THE SYSTEM



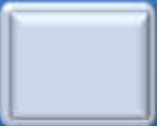
Normal Installation Time is 1 Week. Depending on the customization requirement it may take more time.



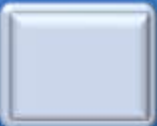
Our Engineers will install and configure the system initially.



Training is given to the administrator and users of the system at customer premises.



Support is available through Phone Call, Chat, Remote Login and On site visit.



Highest commitment for Customer Support.



SOME OF OUR ESTEEMED CUSTOMERS



Thank you!