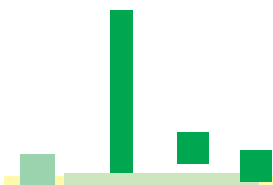




# DigiVox

Call Recording  
& Logging Solution



helping you make  
customers for life!

**TBT Private Limited.**  
2nd Floor, Pyramid Chambers,  
68-C, 25<sup>th</sup> Commercial Street, Phase V,  
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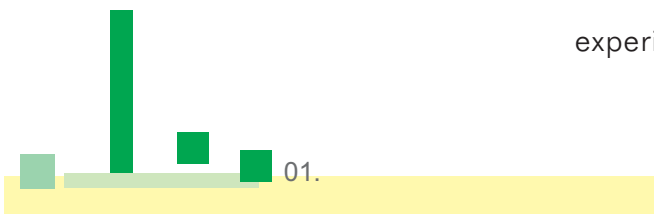
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# overview

DigiVox not only makes call recording a breeze, but also proves to be a comprehensive quality management solution. It has the facility to record, evaluate, analyze, and improve customer experiences within your call center.

The call recording solution will help you capture and analyze call data to spot and eliminate existing and potential agent problems. It implements quality management from pinpointing agents' strengths and identifying areas of improvement to defining training objectives. It will help you take a step forward in ensuring that every customer has the best possible experience.





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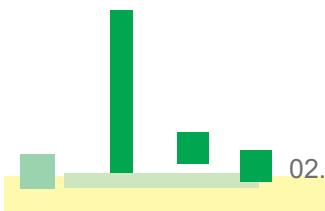
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## DigiVox does more than just record calls:

- Exceptionally large configurable storage
- Simultaneous recording facility
- Supervisor monitoring capability
- Playback facility at supervisor workstations
- Supports any ODBC-compliant database
- Automatic archiving
- Efficient use of hard drive space using VOX technology for recordings: allows approximately 100 hours of audio to be recorded in 1 GB space
- Use of digital audio tapes (DAT) makes archival and backup processes more efficient and secure
- Rules-driven search capabilities for recording retrieval:



- By agent
- By date/date range
- By time/time range
- By CLI
- By phone numbers
- Combinations of the above





The DigiVox delivers flexible, high-performance call logging and digital voice recording capabilities designed to meet a variety of your call center needs including:

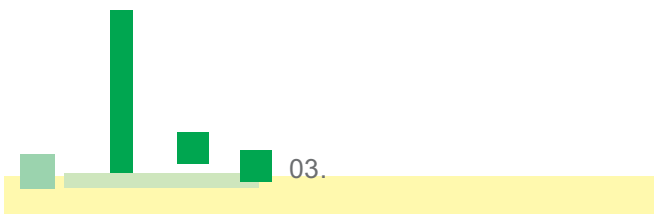
- Compliance – Recording all communications to meet all legal and regulatory requirements
- Risk Management – Selectively record calls to verify information and avoid inevitable errors
- Quality Monitoring and Assurance – Monitor agent performance, identify training needs, and fine-tune call handling procedures

#### **Ease of use:**

The DigiVox's supervisor interface lets you view a collective list of recorded interactions from a single screen, ready to be played back and evaluated. Using the call recorder's real-time monitoring display, you can instantly view the activity status of your agents and then choose to monitor or begin recording at any point during the call.

#### **Quality control:**

DigiVox's standard reports enable you to obtain centralized data and objective reporting. Other supervisory features include the custom-reporting module used to create customized reports that use the criteria you have defined to meet your specific needs.



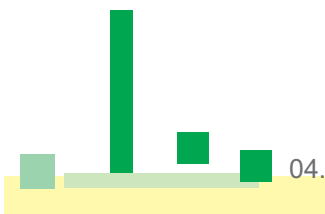


### **Flexibility and selective recording:**

Easily integrated with your existing solution, the DigiVox lets crucial call details to be automatically linked to each call you decide to record in real time. Designed to accommodate changing business needs, the DigiVox enhances its CTI capabilities by using this data to automatically initiate recording of any call that meets your predetermined call logging criteria.

### **Optimized storage and retrieval:**

Experience efficient real-time recording, archiving, and retrieval. Configurable storage and the use of VOX technology for recording interactions offer the flexibility of fast recall from the hard drive. The use of digital audio tapes also ensures safe and secure archiving.



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