



Call Logging and Recording Solution



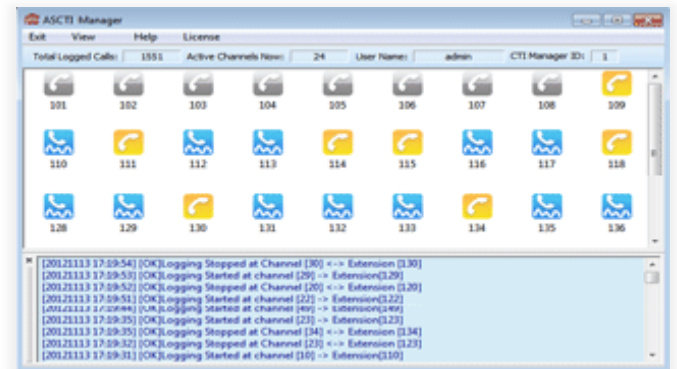
Why Call Recording Solution?

- ✓ Increase customers' satisfaction
- ✓ Improve agents' productivity
- ✓ Resolve disputes
- ✓ Increase security
- ✓ Comply with legal requirements
- ✓ Reduce costs

Introduction to ASLogger

ASLogger is a reliable and powerful Call Recording and Logging System designed for small to large enterprise environments. Flexible and powerful ASLogger makes Call Recording and Call Logging the perfect solution for those who need a scalable and customized solution. Depending on your needs and requirements, our recording solution can be designed to not only meet, but exceed your needs. It is unified call recording solution capable of recording analog/digital and VoIP calls.

- Record Multiple Lines Analog, Digital, VoIP, ISDN, E1/T1.
- On the spot add call tagging, rating, bookmarks, comments; Email Recording, Silence on Demand.
- Browser based solution to access recordings and live calls easily.
- Quick Call searching, Playback and export for standard players.
- Live Monitor Calls and Capture PC Screen Activity.
- Custom Reports, Custom Permissions, Auto-archiving.
- Run Custom Reports and Improve Business Operations.
- Reduce Your Liability and Ensure Regulatory Compliance.
- Easy Retrieval of Call Recordings and Data.
- Auto Archive Recordings for Virtually Unlimited Storage.
- Unlimited Tests for Training and Quality Control.



Benefits of Call Recording and Logging Solution

- Conflict resolution
- Verbal Evidence
- PCI Compliance
- Reduce Personal Liability
- Regulatory Compliance
- Reduce Costly Entry Errors/Quality Control
- Sales Training
- Performance Reviews
- Improve Customer's Satisfaction
- Increase Business Security
- Reduce Personal Calls on Business Time
- Quality Improvement
- Better Customer's service
- Information Sharing
- Improved revenues
- Effectiveness
- Enhanced customer's experience

Real Time (Live) Call Monitoring System

ASLogger Provides web based real time call monitoring system to your supervisors to improve performance of your agents. Identify staff's deficiencies that needs attention and increase overall group performance.

Real time Call Monitoring provides the following features:

- Monitor all agents' real time calls from anywhere on the web using web based Real Time Call Monitoring software.
- Send call via Email in WMA OR WAV format.
- Add bookmarks to call at specific time location in call.
- Silence on Demand.
- Set call rating.
- Start / Stop Recording on Demand.
- Rewind real time call to listen any recorded portion of call.
- See network load while call is playing.
- Continues playback on any call.
- Security on each channel with user rights management module.
- Multi-Channel Live Call Monitoring.
- Mark any live call as an emergency/important call.
- See channels with respect to users / group / Extension / Channel names.

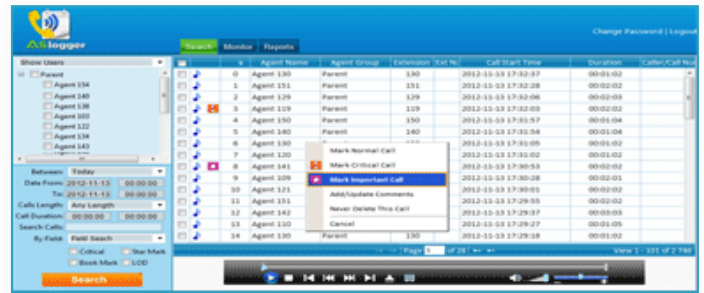


Quick Call Searching System

Call searching is very easy and fast using different types of search filters. All the Call Searching filters are on a single screen to make search easier and fast as compared to different popup to apply search filters. There are single click date and call duration filter to make selection fast.

Search Filters:

- Call Start and End Date and Time.
- Call Duration.
- Field based search with any or all fields.
- Quick start/end date selection.
- Quick call duration selection.
- Emergency calls, Important calls, Bookmark calls, ROD calls.
- Calls Rating.
- Caller ID.



Extra Features on Playback

- All the standard playback features on player.
- Add Bookmarks on player while playing calls.
- Play fast/slow without changing voice quality.
- Multi-Channel calls playback.
- Export calls as WMA/WAVE.
- Agents' screen recording playback along with call playback.
- Email Calls.

Add/Update Feature

- Mark as an emergency or important call.
- Add comments on call.
- Set Call Rating.
- "Keep this Call" during backup.

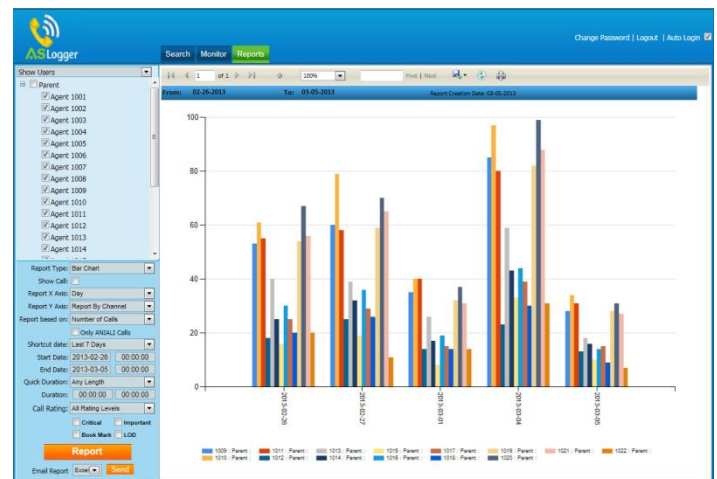
ASLogger Reporting System

Supervisors, on average, spend 30% of the time to have reports for managements to provide information to get an overall view on business status. ASLogger reporting module allows a variety of reports that help cut this time down. Finding ways to reduce the amount of time a supervisor spends in obtaining and re-formatting this information is critical in shifting their focus to your customers.

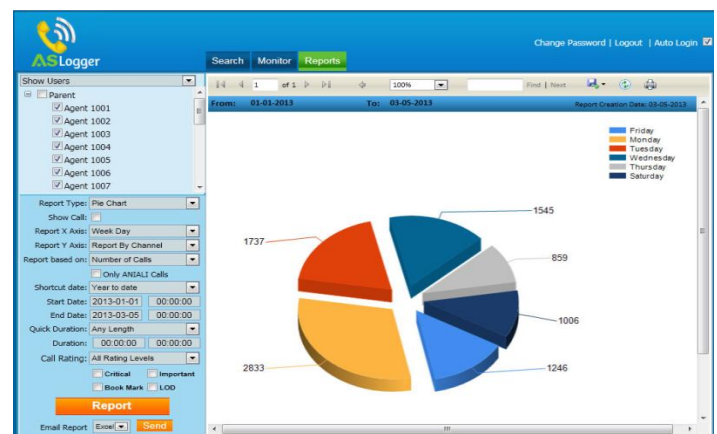
Our reporting module provides the facility to generate custom reports in tabular and graphical format.

In addition to custom reports you can:

- Exports reports to Excel, Word, or PDF.
- Print reports.
- Email reports in any format.
- Generate summary report for management.
- ANI/ALI report.



Channel / Group / Agent Name		Total Calls	Total Call Duration	Average Call Duration	Average duration per Day	2013-02-26										Total
						10	11	12	13	14	15	16	17	18	19	
1009 : Parent :		261	8:51:24	0:32:02	1:06:26	1	9	12	11	11	9	53				
1010 : Parent :		311	6:09:57	0:31:11	0:46:15	1	13	12	12	12	11	61				
1011 : Parent :		263	8:55:38	0:32:02	1:06:57	0	12	10	13	12	8	55				
1012 : Parent :		92	4:38:00	0:33:01	0:34:45	1	3	4	4	3	3	18				
1013 : Parent :		182	13:10:07	0:34:20	1:38:46	1	8	10	8	7	6	40				
1014 : Parent :		133	15:31:52	0:37:00	1:56:29	0	6	5	5	5	6	3	25			
1015 : Parent :		86	8:34:35	0:35:59	1:04:19	1	4	4	2	3	2	16				
1016 : Parent :		143	16:43:55	0:37:01	2:05:29	1	6	7	6	6	4	30				
1017 : Parent :		123	18:09:32	0:38:51	2:16:11	1	5	5	5	6	3	25				
1018 : Parent :		99	15:03:13	0:39:07	1:52:54	0	4	3	5	5	3	20				
1019 : Parent :		255	8:39:45	0:32:02	1:04:58	1	11	10	12	12	8	54				
1020 : Parent :		304	6:06:03	0:31:12	0:46:45	1	16	15	11	13	11	67				
1021 : Parent :		297	9:04:22	0:32:02	1:06:03	0	11	12	13	10	10	56				
1022 : Parent :		83	4:10:53	0:33:01	0:31:22	0	3	5	6	2	4	20				
Total		2602	143:42:15	0:46:26	17:58:39	9	111	114	113	108	85	540				
AVG		185.9	10:16:22	0:33:19	1:17:03	0.6	7.9	8.1	8.1	7.7	6.1	38.6				



Agent Screen Recording

ASLogger provides a feature of agent's screen recording. It has a capability of multiple monitors screen recording so that supervisor can see agent's activities while he attends the call.

Agent Screen Capture Recording Features:

- Analyze Data For Increase Business Productivity
- Manually Begin Recording Employee Screens
- Verify Employees Are Following Company Policy with PC Usage
- Auto Trigger Screen Recording
- Manually Record PC Screens
- Customizable image quality and frame rate.
- Support for multiple monitors.
- Adjustable video Width and Height.
- Record remote offices and at-home agents.
- No effect on system performance during recording.
- Synchronized audio/video playback with calls.



Archiving (Backup) System

Archiving software has the following features:

- Auto-archive recordings and calls data.
- Adjustable archiving time.
- Manual archiving on need basis.
- Automatically deletes recordings at predefined intervals.

ASLogger Implementation

ASLogger is an ultimate call recording and call logging solution for the following types of organizations:

- Security companies
- Emergency service providing companies
- Intelligence agencies
- Police stations, attorney offices
- Banks
- Customer service centers
- Call centers
- Radio dispatch centers
- Stock brokers
- Commodity brokers
- Airport control towers
- Railroad stations
- Power plants
- Hospitals, clinics, medical offices, health care providers

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