



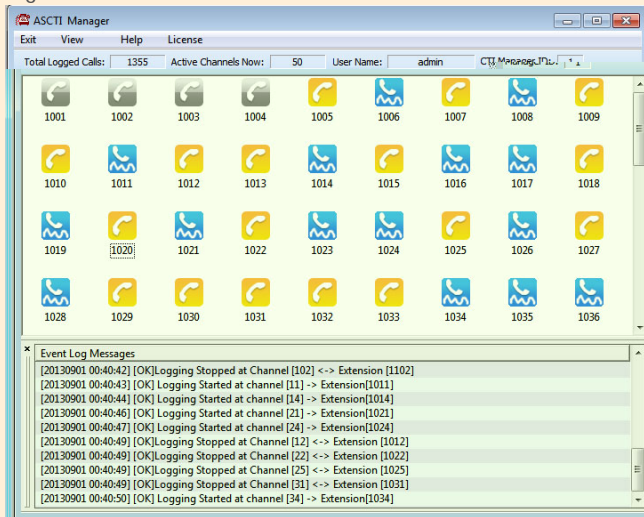
Call Recording and Voice Logging Software

Easy to use call recording solution - Worthy features, affordable price.

ASLogger Express is totally free call recording system with all the industry standard features.

About ASLogger

ASLogger is an easy-to-user, 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 scale-able 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.



Feature List

- **Integrated Recorder:** Integrated Recording Server for Analog, Digital, VoIP, ISDN, E1/T1 Lines.
- **Mobile Recorder:** Record and Live monitor Android phone calls with ASLogger.
- **What can you do with live calls?** On the spot add call tagging, call rating, bookmarks, and comments using telephone keypad / live call monitoring system. For example agent can write account# to call using telephone keypad so that call can be searched easily.
- **Recording Options:** Automatic call recording / Record on demand.
- **Recording Space:** 174 hours calls take only 1 GB space.
- **Security:** Secure Call Recording format with optional layer of encryption.
- **Web based Solution:** Browser based solution to access recordings, live calls and reports easily.
- **Searching:** Quickly search and Playback desired calls and export it for standard players.
- **Listen Live Calls:** Live Call Monitoring Silently.
- **Multi-play:** Multi-play Live calls and playback multiple recorded calls simultaneously
- **Playback Speed:** Variable speed constant pitch
- **Email Recording, Silence on Demand.**
- **Call Direction (Incoming / Outgoing).**
- **Missed calls finding.**
- **Screen Recording:** Capture Agent's PC Screen Activity.
- **Agent's Evaluations:** Agent Evaluation enables you to quickly assess how well your employees are performing.
- **Reporting:** Custom Reports with tabular, graphical forms.
- **Export Reports** in excel, PDF, Word formats.
- **User Rights:** Custom User access rights management and permissions.
- **Backup:** Auto Archive Recordings for Virtually Unlimited Storage.
- **System Health:** Recording Server status monitoring system to intimate any critical

Business Benefits

- Quality Assurance.
- Employees Training and Development.
- Dispute Resolution.
- Employees Evaluations and Appraisals.
- Safety and Security.
- Customer' satisfaction.
- Sales Verification.
- Regulatory Compliance.
- Verbal Evidence.
- Reference.

Why ASLogger?

- Easy to use Voice recording software
- Non-proprietary PC hardware for ease of maintenance and scaling.
- No charges for multiple seat licenses
- Not-restrictive licensing: You pay for it once and you own it. Software can be moved to another PC, sold or leased
- Near 0% return rate in 12 years of business
- 30 day money back guarantee
- Recording checksum for tamper proof recording
- During call listening add bookmark, call rating, and comments using telephone keypad.
- Live Monitoring: Supervisors can monitor calls using multi-tiered security permission levels
- Automatic archiving to DVD and network drives
- Reliable systems running 24/7 without any issue
- Visual and audio alarms
- Agents, supervisors and managers can be given selectable access to one or all channels and features
- Multi-site recording with centralized data storage access
- Capture caller ID, dialed numbers, SMDR, or ANI/ALI
- Reporting: Create and save custom reports, graphs and charts
- No mandatory yearly service contracts
- Quality Control Tests and Reports
- Theft free Call Recording Format with an option layer of Encryption

condition.

- **Centralized Server:** Centralized call data storage and database for multiple recording servers.

Different Modules of ASLogger

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.

- Monitor all agents' live calls from anywhere on the web.
- Email any in WMA OR WAV format.
- Add bookmarks to any portion of call.
- Set call rating level.
- Start / Stop Recording on Demand.
- Instant replay 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.

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.

- Extension / Agent name
- Channnel name
- Call Start and End Date and Time
- Call Duration
- Field based search with any or all fields.
- Emergency calls
- Important calls
- Bookmarked calls
- ROD calls.
- Calls Rating Level.
- Inbound/Outbound Calls
- Answered/Unanswered Calls
- Caller ID / Dialed Numbers

Agent's Evaluations System

Agent Evaluation enables you to quickly assess how well your employees are performing when conducting business over the telephone. Flexible scorecard templates allow you to align your quality monitoring efforts with your strategic business goals. You can target training efforts, improve performance, and motivate employees through:

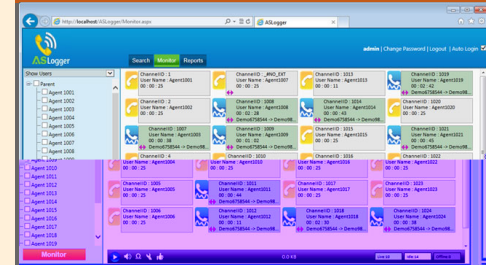
- Objective evaluation of calls in Call Recording and desktop activities captured by ASLogger Computer Recording
- Customized performance score cards
- Analysis of employee service trends using pre-defined reports
- Evaluator calibration reports to ensure consistency across teams

Reports:

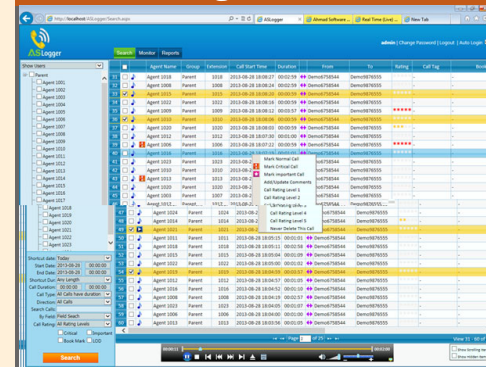
- View and Print Reports
- Exports reports to Excel, Word, or PDF.

- Distributed Storage and Recording option for large enterprise installations and multi-site infrastructures
- and Much More

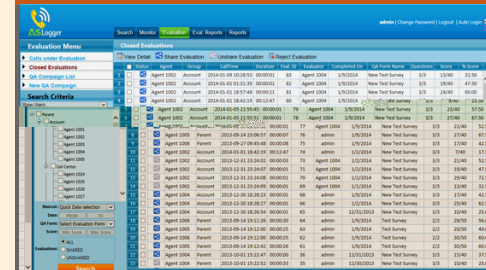
Live Call Monitoring



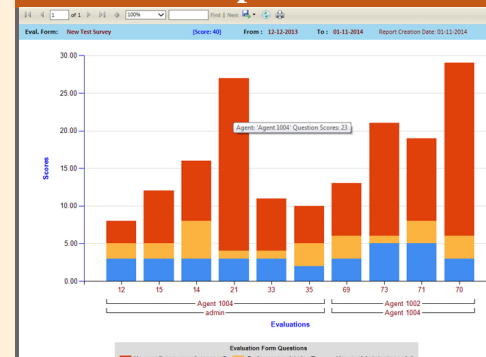
Call Searching



Agent's Evaluations



Evaluations Reports



Tabular Reports

Graphical Reports

- Email reports in any format.
- Generate summary report for management.
- ANI/ALI report.

Centralized Recordings

- Access all ASLogger recordings with web browser

Agent Screen Recording

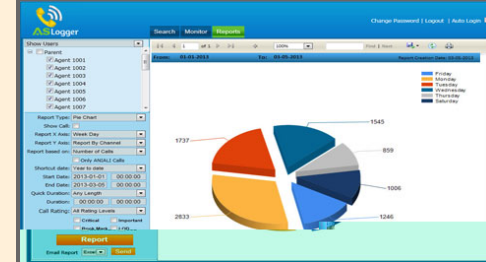
ASLogger provides a feature of agent's screen recording. It has a capability of multiple monitors screen recording so that supervisor can see agent's activities while he attends the call.

- 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.

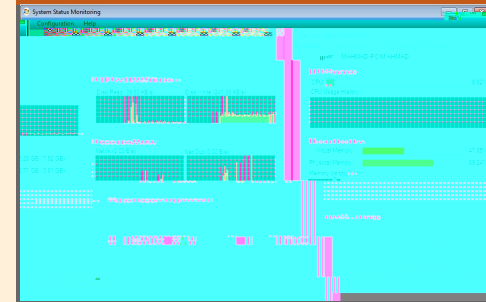
Backup (Archiving) System

Archiving software has the following features:

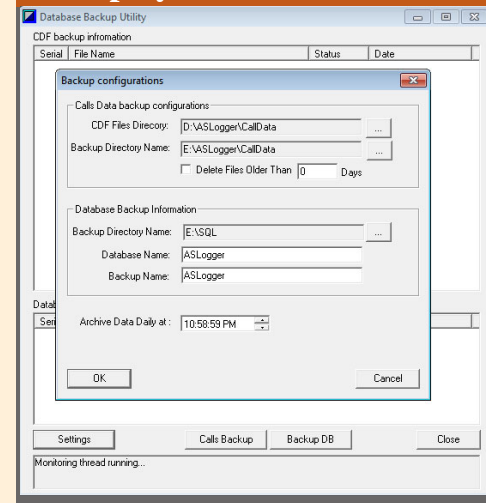
- Auto-archive recordings and calls data.
- Adjustable archiving time.
- Manual archiving on need basis.
- Automatically deletes recordings at predefined intervals.



System Health Monitoring



Backup System



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