# CT Logger

## When you need to know who said what – turn to CT Logger!

FOR 15 YEARS REALCONNECT'S CT LOGGER has always provided the market a reliable means to permanently record telephone and radio conversations.

Voice recordings are vital in the modern organisation, especially with the Consumer Protection Act and Credit Act requirements.

CT LOGGER enables you to easily record, manage, retrieve and analyse spoken transactions for whatever purpose:

- Verify client orders and requests
- Staff training and Quality Control
- Eliminate misunderstandings
- Dispute Resolution

- Compliance obligations
- Emergency incident recording and analysis
- Disciplinary hearings

## Benefits for your organisation:

| | |
|---|---|
| **Resolve disputes easily and quickly** | Drawn out disputes about who said or promised what are costly. Recordings will quickly prove what was really said. The recordings can be extracted to a wav file format and e-mailed to clients as proof of verbal transactions. |
| **Increase sales** | Use recordings to train staff the skills used by your most successful sales people. Identify poor sales techniques and provide the necessary training. |
| **Reduce expensive mistakes** | Before orders are delivered or instructions carried out, the recordings can be replayed to ensure accuracy. |
| **Improve client satisfaction** | Loosing sales and clients is preventable. Recordings of interactions between clients and staff will help correct mistakes before they occur, will highlight regular problem areas in your business process or identify staff who handle clients incorrectly. This in turn leads to better client service which retains customers. |
| **Cut personal calls** | Personal calls will be drastically reduced or eliminated when personnel realise all their calls are being recorded! |
| **Measurable agent evaluations with FREE Agent Evaluation application** | Agents can now be measured on more that quantitative aspects like number of phone calls handled or sales made. Promotions or bonuses can now be given based on merit and ability as recordings provide insight into staff product knowledge, if contact centre agents follow scripts, how individuals treat clients, etc. |
| **Verbal contract verification** | Clients can no longer claim they didn't authorise deductions, agree to settle debts or order items. |

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## Playback Station Application

Select from a variety of skin colours. This is the teal skin.
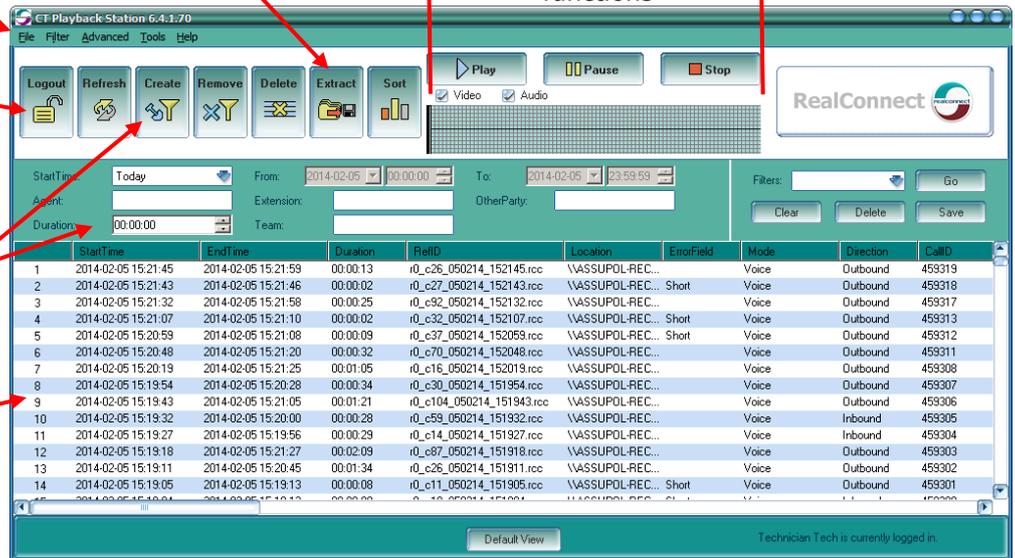
Extract recordings to .wav files to mail to clients

Recording play back functions

Very strict login rights control user access to recordings and other Playback Station features

Use comprehensive or quick filtering system to find the records you are looking for.

List of voice &/or video recordings.



## Agent Evaluator Application

RealConnect's CT Agent Evaluator is an entry level option shipped FREE with CT Logger. This application enables the user to create agent evaluation forms, perform initial evaluations based on recordings of agents, perform re-evaluation of evaluations and extract reports of evaluations. The purpose of this is to assist with staff evaluations and training.

### Agent Evaluation Form Features:

- Create your own evaluation forms according to your company's requirements.
- Organised in sections.
- Voice log references are saved with the evaluations.
- Re-evaluations may be done by a manager.
- Variety of reports available.
- Question Responses:
  - Yes/No/Not Applicable.
  - Sliding scale – uses slider.
  - Free text.
  - Checkbox.
  - Calendar.
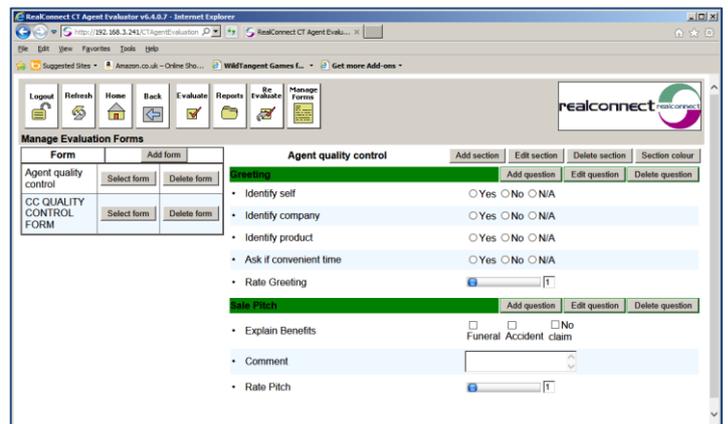


*Create forms using Agent Evaluator*