



# CT Logger

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

**REALCONNECT'S CT LOGGER has always offered the market a flexible set of computer-based recording solutions for enterprises that require a permanent record of telephone and radio conversations.**

- ☑ Are voice recordings a legal requirement in your industry?
- ☑ Do you need to resolve disputes with clients?
- ☑ Would a voice or screen recording have helped you with a recent disciplinary hearing?
- ☑ Do you wish you could teach the skills of your best sales staff to other agents?
- ☑ Are you evaluating agents using paper forms with no link to actual recordings?

If so - then you need  
**CT Logger**

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

- Staff Training and Quality Control
- Business Processes
- Dispute Resolution
- Compliance Obligations
- Emergency Incident Recording and Analysis

### **Fantastic features to benefit your organisation:**

#### **Full API FREE**

This feature offers you the following benefits:

- Integration into CRM's.
- Integration into an Agent Evaluation System:
  - List voice recordings with filters.
  - Extract recordings, in decrypted form, to a zip file.
  - Update user and transaction fields on entries.

#### **FREE agent evaluation**

An agent evaluation module is shipped free with CT Logger (see end of brochure for more info). For those wanting even more functionality, a separate third-party agent evaluation module can be acquired separately.

#### **FREE, unlimited playback stations**

You may have as many playback stations as you need.

#### **SMDR & CTI on PABX's**

**CT Logger** recording controller provides additional information crucial to your business. The controller facilitates easy retrieval of files, free seating for agents and provides accurate filtering of recordings. Also you obtain:

- Now you can record selected extensions with a trunk-side recorder.
- Other party information on analog.
- Extension information.
- Agent information (login).

#### **Web Based Playback**

Recordings can be played from anywhere over the internet, provided the computer has a Microsoft Internet Explorer, Internet connectivity.

#### **Live Listen-in**

Supervisors can listen in on agent/client conversations for evaluation and QA purposes.

#### **Screen recording**

Optional 3<sup>rd</sup> party application: All the actions on an agent's screen are captured to video. This is a powerful tool for sales verification and agent evaluations. You can see what the agent was doing on the screen while listening to their conversation with the client.



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## Additional CT Logger features:

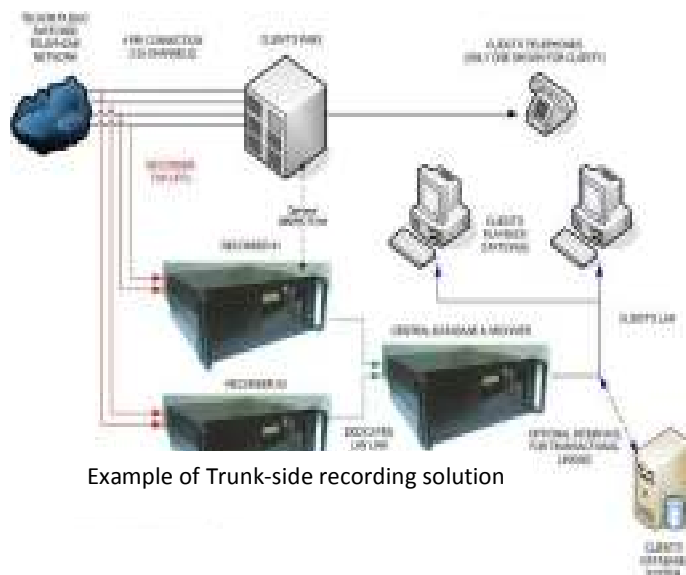
- Grouped Transfers**
  - Now you have access to the transfer history of trunk-side recordings. By clicking on the recording you can see all the extensions to which the call was transferred.
- Central Storage and archiving**
  - Multiple loggers can be viewed as one complete system.
- Multiple and Selective Archiving**
  - Archives can be written to multiple destinations – remote server, CD and DVD.
  - Selective Archiving can be done according to filters setup on the server. For example, archives can be made per agent or team.
- Diverse Statistics**
  - A vast range of information can be viewed:
    - For specified or all agents and teams.
    - According to total or average in- or outbound calls plus other criteria.
    - In the form of reports or graphs per hour/day/month.
- Very Secure System**
  - All recordings are encrypted to be tamper-proof and can only be accessed via playback stations.
  - Recordings can be extracted to a .wav file on your local machine, for e-mailing purposes.
  - Extensive user rights options prevent unauthorized usage of your company's recordings. For example, an agent can be restricted to only listening to their own recordings or those of their peers, but to no one else on the system.
  - Secure lockdown on the server.
- Alarm Notifications**
  - You or your IT staff will receive an e-mail notification of system problems. An sms option is also available.
- Other Logger Features**
  - Record digital, VoIP and analog extensions.
  - Analog and PRI/BRI trunk-side recordings.
  - Unlimited capacity of a "stackable system".

## Product – range and versatility

**CT LOGGER** has been developed to satisfy the needs of the modern organisation, ranging from the small office or department to large corporations and emergency services. Recording files are encrypted to prevent post-recording tampering and call files and data can be archived to CD/DVD or remote servers.

Our voice recording product range is exceptionally versatile and can be used in a number of roles:

- **REALRECORDER USB** – a single channel stand-alone office telephone recording solution.
- **CT LOGGER** – a fully expandable recording solution for medium to large applications. Multi-site connectivity is supported.





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## CT Logger Configurations

### Hardware

- Black box configuration – no user adjustments or maintenance required.
- Rugged industrial chassis – rack-mount 4U dimensions.
- Dual RAID-0 drives (mirrored disks) to minimise risk of data loss.
- Standard drive configuration provides approximately 50 000 hours of recordings
- Telephony interface using approved 3<sup>rd</sup> party interface cards.
- Built in DVD writer.
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### Expandability

- It is possible to link recorder platforms to continuously expand with telephony system growth, as and when required.
- System can be geographically split and connected via WAN.
- Standard configuration: a Unified Central Server with 2 or more recorders. This provides a unified view of all platforms and allows for full system access to all recordings.

### Trunk Side Connections

- Analogue
- BRI
- PRI
- VoIP –
- Any combination of the above.

### Extension Side Connections

- Analogue
- Digital
- VoIP
- Any combination of the above.

## Integration

**CT LOGGER** is an integral part of **REALCONNECT'S CT SWITCH+** range of contact centre solutions and interfaces seamlessly with the **CT SWITCH+** range of contact centre products. It can, however, also be integrated with other software, systems and applications. Recordings can be cross-referenced with contact centre client database records to allow seamless record and data access.

**CT LOGGER** interfaces to any blend of recording inputs and media outputs. It has a fast and easy-to-use search and playback interface with full software filtering to search for specified callers, times, agents, etc.

Restricted playback rights can be set up depending on the level of the user. Recordings may be extracted as .wav files for e-mailing purposes.



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Select from a variety of skin colours. This is the teal skin.

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

Use Quick or comprehensive filter system to access the records you are looking for.

Playback station recording records.

Extract recordings to .wav files

Play recording controls

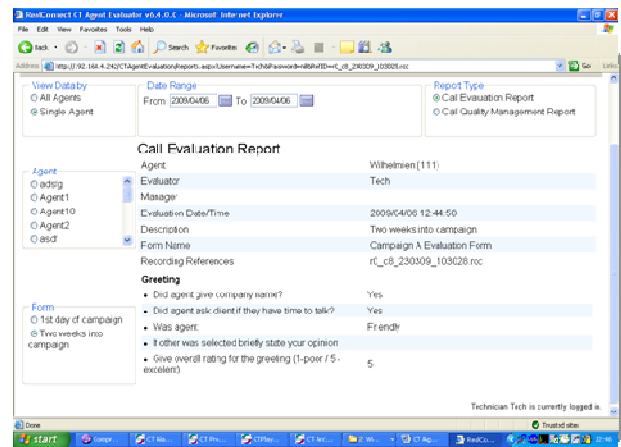
Typical Playback Station window

## Agent Evaluator

**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.
- Customisable colours for section headings.
- Voice log reference is saved with evaluation.
- Re-evaluations may be done by a Manager.
- Question Responses:
  - Yes/No/Not Applicable.
  - Sliding scale – uses slider.
  - Free text.
  - Checkbox.



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