

As business interactions and transactions have grown tremendously over the past few years, and continue to do so, it has become increasingly important to record and document interactions. Depending on the nature of your business, you will have a different use for maintaining call records. Some of the various reasons could be policy compliance, quality assurance, government regulations, contention resolution, process evaluation, data mining and personnel training.

What is a Voice Logger?

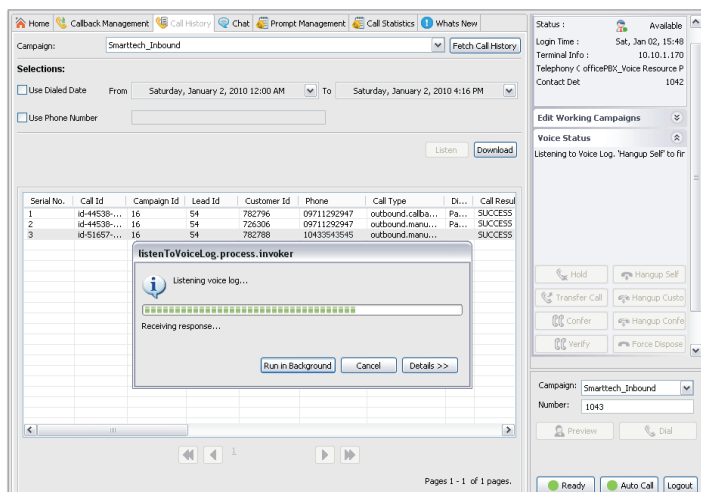
Voice Logger is an important tool for recording interactions between contact center agents, supervisors, and managers on one hand and prospects, leads or customers on the other. A voice logger is an integral part of any communication system since it enables you to eliminate potential threats to the credibility of your brand and your values by identifying and rectifying loopholes such as false claims by the customer or inefficient customer handling by the agent.

Drishti's Voice Logger Solution

Drishti's comprehensive Voice Logging Solution is ideal for any business that demands next-gen functionality and customizability. Designed to work seamlessly with Predictive Dialer, IVR (Interactive Voice Response) and ACD (Automatic Call Distributor) solution, it is perfect for contact centers or enterprises that need an end-to-end solution, or just a standalone voice recording solution that integrated with their current setup.

Features of Drishti's Advanced Voice Logging Solution

- ✓ 100% Automatic Interaction Recording on both agent and trunk side
- ✓ Multiple-Format Recording
- ✓ Multimedia Operations like rewind, forward, and replay
- ✓ Single Unified interface to search and to listen Voice Logs
- ✓ Download recorded conversations remotely via a web browser
- ✓ Compression of a voice log internally by eliminating silence, pauses or DTMF inputs
- ✓ Automatic archiving and Back-up support
- ✓ Low storage space alerts
- ✓ Strong security features to curb unauthorized access



Voice Logger Deployment

You can integrate the voice logger with most third-party database or tool. With automatic archiving and backup support you can store your voice records efficiently on any database pre-integrated (integrated PostgreSQL) or third-party (MySQL, Oracle, DB2, Access). So, whether you wish to start with a simple set-up or extend your current capabilities, our solution will enable you to do so with the shortest TTI (time-to-implementation), without upgrading or replacing your hardware and software, or incurring additional infrastructure and IT costs.

How does it benefit you?

Whether you are in [Sales & Telemarketing](#), [Collections](#), or [Customer Support](#) in any vertical, our Voice Logger will help you store and track important correspondence for training as well quality assessment. If you wish to ensure service quality and highest customer satisfaction, our flexible and pre-integrated solution is best for you.

Record Limitlessly - Automatically record all conversations and keep a track of inbound and outbound interactions between agents and customers for quality assurance with our no-bar recording.

Search Effortlessly - Search through voice records without going through endless menus and buttons and save up on your valuable time. Assess quality of service with ease and swiftness with our Voice-Logger solution. You can associate records with specific voice logs (E-mail history, chat history, etc) to enhance efficiency in operations. For example, you can create customer profiles and associate all forms of records, voice, E-mail, chat history with the profiles.

Back-up Data - Just mount a simple back-up drive and save all the records, or select records to be backed up regularly. Our Voice Logger will analyze the records for timely back-up and you will never have to worry about losing an important piece of information.

Don't Fret over Security - Only provide access to supervisors, managers, administrators or other qualified users. Any sensitive information in the wrong hands could wreck havoc on your company's image. Our strong security features ensure that only authorized personnel can scan through the voice logs and records and you don't pay through your nose for compromising on your security.

Store in Multiple Formats - If you wish to save space, convert the voice logs in MP3 format. You can also go with the conventional WAV format. Alternatively, choose other formats that suit your requirements.

Online Reporting and Viewing - The CRM allows you to access voice logs online and create comprehensive reports (over 200 customizable reports) using DACX-Manager. Whether you have a centralized or distributed agent workforce, you can manage your voice records efficiently from any corner of the world.

Single, Unified Interface - Drishti's user-friendly CRM allows you to access all functions on a single interface. You do not need to go through countless menus or complex procedures to perform simple operations. Quick links (record, replay, forward, etc) allow you to perform routine functions with a single click.

Industry Verticals



BPO & Outsourcing



Communication



Financial Services



Retail



Transportation



Government



Technology



Healthcare & Life Sciences



Hospitality & Travel



Entertainment

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