

UNITECH

Telephone Recording System (TRS)



Unitech Telephone Recording System (TRS) is a fully-integrated, stand-alone solution designed to provide advance switch-based passive call recording and call monitoring over analog and digital lines. It is the most advanced and affordable system that can connect to your existing PBX seamlessly, requiring no change in existing infrastructure.

TRS is an out of the box, one system solution that sits next to your PBX and records all incoming and outgoing calls through your PBX.

MAJOR APPLICATIONS

Recording phone calls can be essential to verify conversations which are later disputed. This is especially helpful, and in some case, regulatory requirement for:

Banks

To verify all telephone interactions with clients, particularly in the treasury departments.

Stocks

A must item for Stock Brokerage Houses and Stock Exchange

Security Companies

In particular, this is required for Home Alarm companies and Vehicle Tracking companies.

Call Center

Call recording is must to keep agents polite with customers. It is also required for coaching and training of agents. For some call centers, it could be security requirement if client later disagrees.

Sales & Marketing

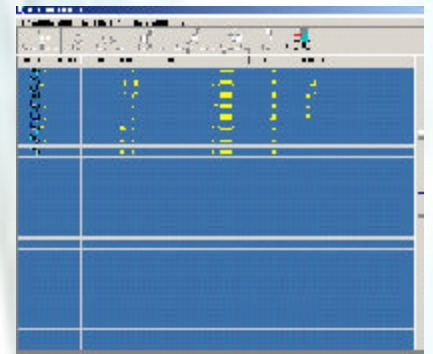
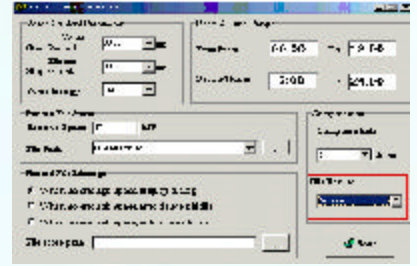
To ensure the appropriate coaching and training of employees, as well as negotiation skills, client behavior, etc



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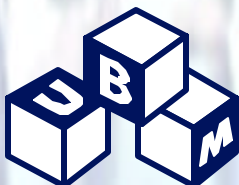
FEATURES:

1. Records up to 32 telephone lines simultaneously and automatically stores each line separately.
2. Find & Play recordings by any of following options:
 - By agent or station
 - By date or date range
 - By time or time range
 - By CLI
 - By phone number
3. Voice activated or continuous recording mode.
4. Saved recordings can be converted to wave format, enabling easy access on Windows Media Player.
5. Automated and manual backup to another drive on same machine, network, or tape drive.
6. Automatically email recordings to an email address.
7. Live call supervising, specially helpful for call centers.
8. Can be used as a call-logging system to log all incoming and outgoing calls.



SYSTEM REQUIREMENTS :

All hardware equipment required will be provided by us.
TRS is manufactured and developed to match the requirements of the prevailing business needs.



United Business Machines

1. Dilgusha Building I.I. Chundrigar Road, Karachi-74200
PABX : 2635021-4 LINES FAX: 2637315 and 2636180
E-mail: info@ubm.com.pk Web: www.ubm.com.pk