

# Recording your calls just got a lot easier.

Line Logger Call Recorder is a full-time, standalone call recording device that allows you to record phone conversations in a digital audio file format that can be retrieved and listened to at a later date.



## The Benefits of Call Recording

### Capture Missed or Forgotten Details

Noisy environments, multitasking, or note-taking can make it difficult to pick up every word of a phone conversation. However, when you're recording calls you can have peace of mind knowing that you can playback the recording to hear every detail at a later time.

### Effective Customer Service Training Tool

When you hire a new employee, it's important to train them to speak to your customers in a way that meets your level of quality and satisfaction. By recording your calls, you can set aside specific examples of what to do, and what not to do, and let them learn from real life examples.

### Dispute Resolution

Call recording is a proactive way to protect yourself from "he said/she said" misunderstandings that otherwise may have lead to costly returns, refunds, or legal action.

### Detailed Call History

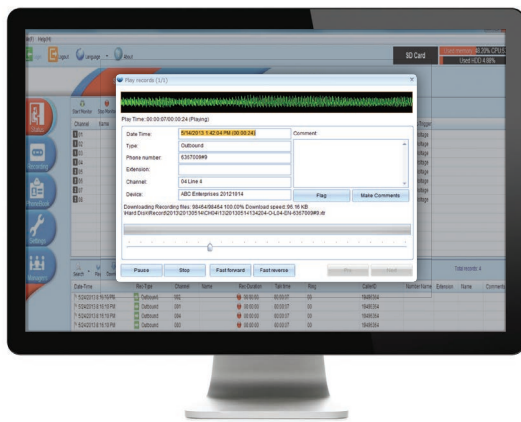
A missed call is a missed sales opportunity. Call recording allows you to run daily, weekly, or monthly Statistic Reports to analyze your number of inbound, outbound, and missed calls. With this knowledge you'll get a clear picture of your company's phone usage and quickly spot if you have insufficient staff to handle your call volume.

## Key Features

- **Stores at least 560 hours of phone calls (with more storage options available)**
- **Easy-to-use touch screen controls**
- **Playback recordings from the device or from a PC**
- **Search functionality to quickly locate specific recordings**
- **Includes Statistic Reports to analyze your company's phone usage**
- **Track unanswered calls, ring times and line status**
- **Alerts managers if specific numbers are called in or out**
- **Add flags or comments to important recordings**
- **Call Management Software included**

# Line Logger Call Recorder

Line Logger Call Recorder is a compact, full-time, standalone call recording device. It's the perfect solution for a small business, home office user, or multi-location company. Out of the box, the device allows **560 hours of storage**, and longer term storage can be achieved by setting automatic back-ups to a networked drive, extending storage capabilities to meet virtually any requirement. (1TB hard drive will store 70,000 hours!)



## Call Management Software

**Line Logger Call Management Software** allows for complete management of recordings, as well as the programming and customization of the Line Logger Call Recorder, from a networked PC. The Call Management Software is included and is designed for both on-site management and for accessing Call Recorders at remote locations.

### Play Recorded Phone Calls

Listen to all of your recorded calls, right from the software. Important recordings can be flagged and comments can be added.

### Search Records

Easily search for recordings by date, time, phone number, extension number, extension name, flags, duration, and more.

### Live Call Monitoring

Monitor the activity of your phone lines at any time to see who employees are speaking with and crack down on phone abuse.

### View Call Statistics

Statistic Reports can be run for a day, week or month. These exportable reports show a breakdown of inbound/outbound and missed calls.

Optional yearly Software Assurance Plan is **recommended** to extend the manufacturer's hardware warranty coverage, and to receive software upgrades as they become available.