



# EdgeTalk

## VOICE LOGGER

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**CALL RECORDING AT EASE FOR YOUR BUSINESS**



[www.edgetalk.in](http://www.edgetalk.in)

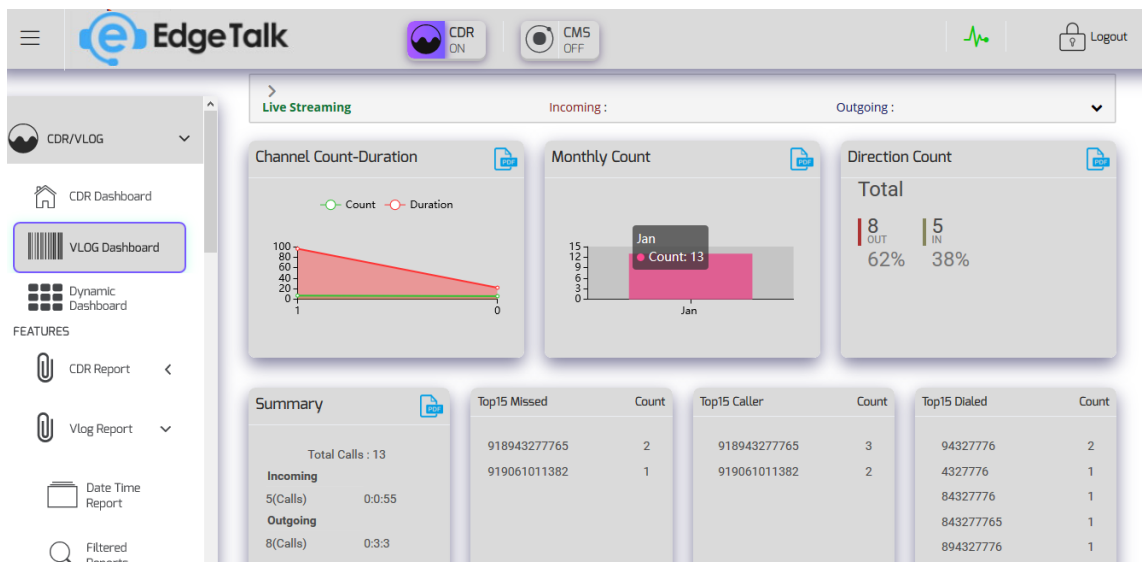
# EDGETALK VOICE LOGGER

*Multi Channel Voice recording from  
Analog, Digital and VoIP lines*

Hassle free voice logging  
capabilities for your  
business

Proactive quality  
assurance and  
compliance for your call  
centre.

Quality insights using  
analytics on your call  
centre interactions.



- Customer service recording
- Agent Interaction assessment
- Customer satisfaction
- Quality Monitoring & Control
- Policy Compliance
- Dispute Management
- Analog Lines
- IP lines
- ISDN/PRI (E1/P1/J1) Lines



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The screenshot displays the EdgeTalk CDR Dashboard interface. The top navigation bar includes the EdgeTalk logo, status indicators for CDR (ON) and CMS (OFF), and a Logout button. The left sidebar contains navigation links for CDR Dashboard, VLOG Dashboard, Dynamic Dashboard, and a FEATURES section with options for CDR Report, Vlog Report, Custom, Search, Settings, and Alert.

The main content area shows a 'Daily/Monthly/Custom' view for the date range 10/01/2019 00:00 to 10/01/2020 23:59. It contains a table of call records with the following data:

Date/Time	ExtnName	Extn	Dept	Caller/Dialed	CallDuration	Direction	Country
10/01/2020 13:38:46	john	04852970261	DEP1	94327776	00:02:09	OUT	National
10/01/2020 13:36:09	john	04852970261	DEP1	894327776	00:00:18	OUT	National
10/01/2020 13:35:32	john	04852970261	DEP1	94327776	00:00:19	OUT	National
10/01/2020 13:34:41	john	04852970261	DEP1	94327776	00:02:02	OUT	National
10/01/2020 13:31:52	john	04852970261	DEP1	84327776	00:00:02	OUT	National
10/01/2020 13:31:33	john	04852970261	DEP1	4327776	00:00:03	OUT	National
10/01/2020 13:31:06							

To the right of the table is a 'Search In : vlog' panel with various filters including From, To, From-Time, To-Time, Department, Extension, Trunk, Direction, Caller/Dialed, Status, Termination Name, and Device. A 'Saved Search' button is also present.

Below the main table, there is a 'Live Streaming' section with tabs for 'Incoming' and 'Outgoing'. The 'Incoming' tab is active, showing a 'Total In Call : 2' and a table of live call data:

Date/Time	ChannelNo	Name	Direction	Caller/Dialed	Status	Snoop
10/01/2020 13:36:37	1		OUT	94327776	DIALERDETECT	
10/01/2020 13:28:38	0		OUT		HOOKDETECT	

## FEATURES

- Automatic Unified Call Recording (Inbound & Outbound)
- Compatible with any IP, PRI, Analog Lines
- Web based Reporting , wave file player and configuration management
- Reports in various formats
- Comprehensive search and filter options
- Detailed analytics appending SMDR call information
- Automatic back up
- Scheduled email for Alerts
- Alerts based on various parameters
- Phone book option



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## CUSTOMIZABLE FEATURES

- Real time call snooping
- Recording beep
- Welcome, After Office messages
- End call surveys

## SYSTEM REQUIREMENTS

- CPU quad-core or hexa-core
- 8GB RAM, 1 TB HDD space (Dependent on call volume)



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