

CallXplorer Pro

■ A smart voice logger

Agenda

**Content
Title**

Overview

Architecture

Salient Features

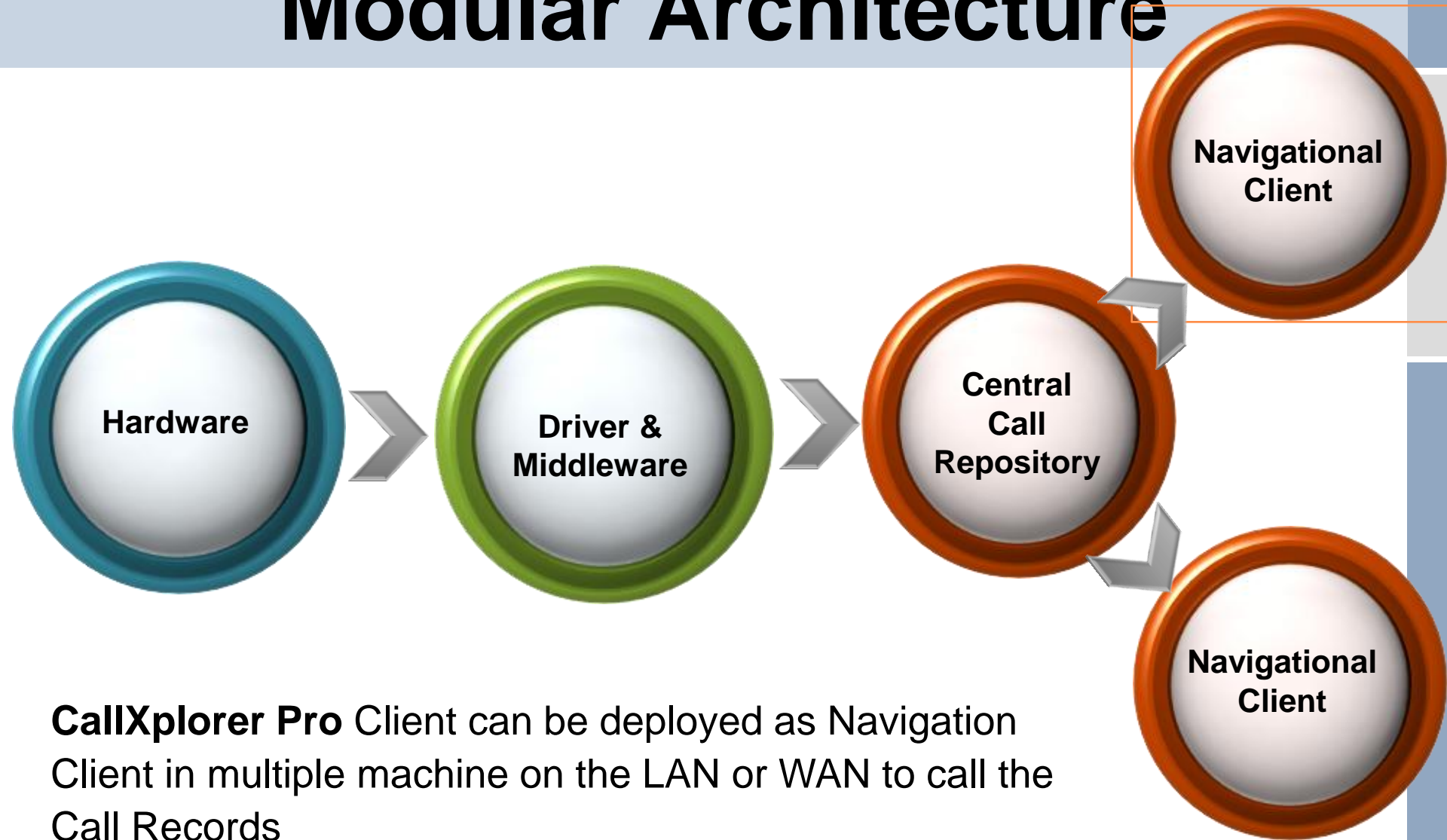
CallXplorer Enterprise

Enterprise Architecture

Overview

- A powerful and unified voice logging application
- Easy installation like Microsoft Office – less dependency on vendors
- Network and bearer Independent application – supports ISDN PRI, Analog Trunk and Extensions and Digital Extensions
- Can be deployed on Windows based platform be it a desktop PC, laptop or 19” rack servers

Modular Architecture



CallXplorer Pro Client can be deployed as Navigation Client in multiple machine on the LAN or WAN to call the Call Records

CallXplorer Pro Screenshot

Callxplorer Pro 2.0.3 | Login: admin | MaxChannel License: 900

File Action Help Extras

Settings User Sys Logs Log Out Delete Record Email Backup Report Exit

From Date: 31/01/2001 To Date: 31/01/2013
 Time (From): 00:00:01 Time (To): 23:59:59
 Sort Ascending Refresh

Search Criteria
 Tight Search Loose Go

Search By Call Type
 Both Calls Between Selected Date Time Go

Search By Duration
 Secs Between Selected Date Time Go

Search By QA Rating
 Between Selected Date Time Go

Select/DeSelect Channels
 No Name
 0 Channel-0
 1 Channel-1
 2 Channel-2
 3 Channel-3
 4 Channel-4
 5 Channel-5
 Edit Channels

	DATE	TIME	TALKTIME	CALLERID	TYPE	EXT	CHL	COMMENTS	QA-RATE	CALLERNAME
<input type="checkbox"/>	07-Jun-06	45:15 PM	00:02:52	2266932000	IN	0310	28			David
<input type="checkbox"/>	07-Jun-06	53:31 PM	00:05:29	2266932000	IN	0310	9			David
<input type="checkbox"/>	07-Jun-06	00:14 PM	00:00:09	9324060296	IN	0312	16			Office
<input type="checkbox"/>	07-Jun-06	04:18 PM	00:00:24	9324060296	IN	0312	17			Office
<input type="checkbox"/>	08-Jun-06	49:55 PM	00:00:14	9821553907	IN	0317	17			
<input type="checkbox"/>	08-Jun-06	10:54 PM	00:01:15	2266789094	IN	0310	29			Home
<input type="checkbox"/>	08-Jun-06	38:02 PM	00:03:49	9820333798	IN	0314	10			
<input type="checkbox"/>	08-Jun-06	47:34 PM	00:00:10	9324060296	IN	0337	11			Office
<input type="checkbox"/>	08-Jun-06	33:56 PM	00:00:31	2266789094	IN	0310	10			Home
<input type="checkbox"/>	08-Jun-06	49:51 PM	00:00:39	25586527	OUT	7896	20			
<input type="checkbox"/>	08-Jun-06	07:24 PM	00:02:00	2266789000	IN	0307	14			
<input type="checkbox"/>	08-Jun-06	15:03 PM	00:00:58	26825457	OUT	0310	28			
<input type="checkbox"/>	08-Jun-06	01:33 PM	00:01:10	2266789094	IN	0310	15			Home
<input type="checkbox"/>	08-Jun-06	53:12 PM	00:01:43	2266789000	IN	0307	19			
<input type="checkbox"/>	08-Jun-06	59:22 PM	00:01:11	2228515793	IN	0310	12			
<input type="checkbox"/>	08-Jun-06	04:17 PM	00:01:02	2232471494	OUT	1	27	Excellent		
<input type="checkbox"/>	08-Jun-06	58:51 PM	00:01:16	9312477894	IN	0300	20			
<input type="checkbox"/>	08-Jun-06	21:40 PM	00:00:54	9870437811	IN	0306	14			
<input type="checkbox"/>	09-Jun-06	45:32 PM	00:02:56	9820188711	IN	0310	19			
<input type="checkbox"/>	09-Jun-06	41:12 PM	00:01:26	9892994662	IN	0300	29			Arnold
<input type="checkbox"/>	09-Jun-06	46:14 PM	00:00:41	9892994662	IN	0300	13			Arnold
<input type="checkbox"/>	09-Jun-06	06:01 PM	00:00:34	9819953119	IN	0300	22			
<input type="checkbox"/>	09-Jun-06	09:29 PM	00:04:05	2227563405	IN	0320	23			
<input type="checkbox"/>	09-Jun-06	27:56 PM	00:02:47	2266789000	IN	0310	10			
<input type="checkbox"/>	09-Jun-06	29:17 PM	00:00:17	2266932000	IN	0309	21			David
<input type="checkbox"/>	09-Jun-06	45:13 PM	00:00:16	9324060296	IN	0300	28			Office
<input type="checkbox"/>	09-Jun-06	51:12 PM	00:04:46	9324060296	IN	0312	18			Office
<input type="checkbox"/>	09-Jun-06	02:04 PM	00:00:49	2266932000	IN	0310	20			David
<input type="checkbox"/>	09-Jun-06	28:33 PM	00:01:04	2266353488	IN	0300	17			
<input type="checkbox"/>	09-Jun-06	54:48 PM	00:03:41	2230687971	IN	0316	9			
<input type="checkbox"/>	09-Jun-06	05:21 PM	00:01:06	2230687971	IN	0316	21			

Comments: [Text Area] Edit Rate the Call (Quality Assessment) Save [Dropdown] Rate [Slider]

Backend Db: MS Access 270 record(s) found. Record(s) fetched in 00.00 sec(s). IN: 179 OUT: 91

Salient Features

Multiple Database Support

- Not confined to MS Access Database only. User can have MySQL database server to avoid database corruption in case of high call frequency.

Email of Calls

- Selected calls along with the voice file can be emailed to multiple recipients in To, Cc and Bcc from within the Software.

Unlimited remote access

- access the calls from any remote PC across the LAN provided user has the permission to log-on.
Same application can be installed as Client or Server

Salient Features Contd..

Address book

- Caller name can be mapped against each number .

Comments

writing a user manual

Edit

Save

Comments

- Users of the CallXplorer system can enter and save comments related to each call for future reference. The calls can be searched based on the comments using 'open search'

QA Rating

- Trainers and supervisors can mark each call as Excellent, Good, Fair, poor etc. The calls can be later searched based on the QA rating

Rate the Call (Quality Assessment)

Rate

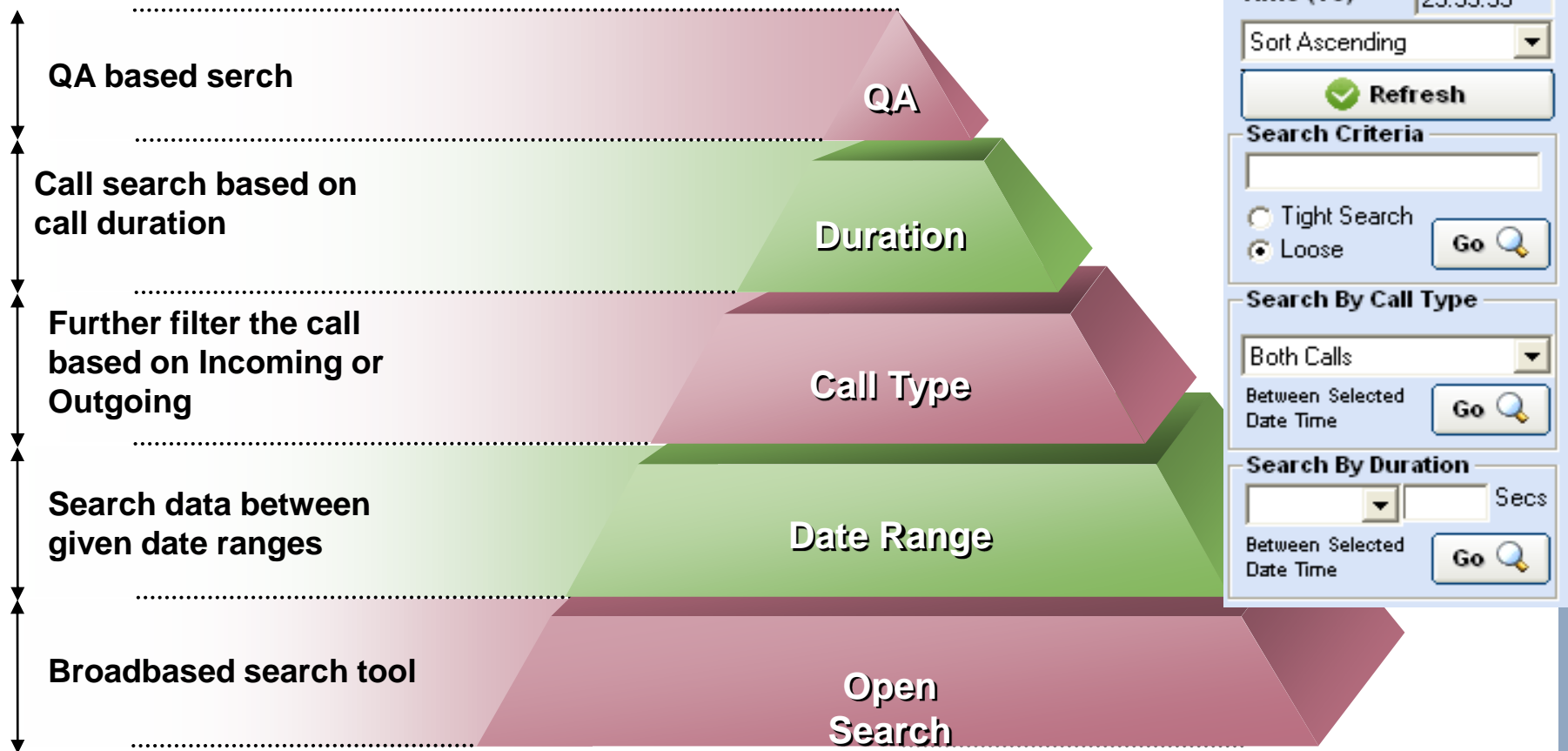
'Open Search'

- A powerful feature of CallXplorer Pro is the Open Search. User has a clue about anything like partial phone number, extension, comments, QA Rate etc. just type the word and click 'Go'. CallXplorer will search Phone, Extension, Comment, Login, Cust data for the entered keyword.
- User can opt for loose or tight search. The search will be conducting without checking date and time limits entered by the user

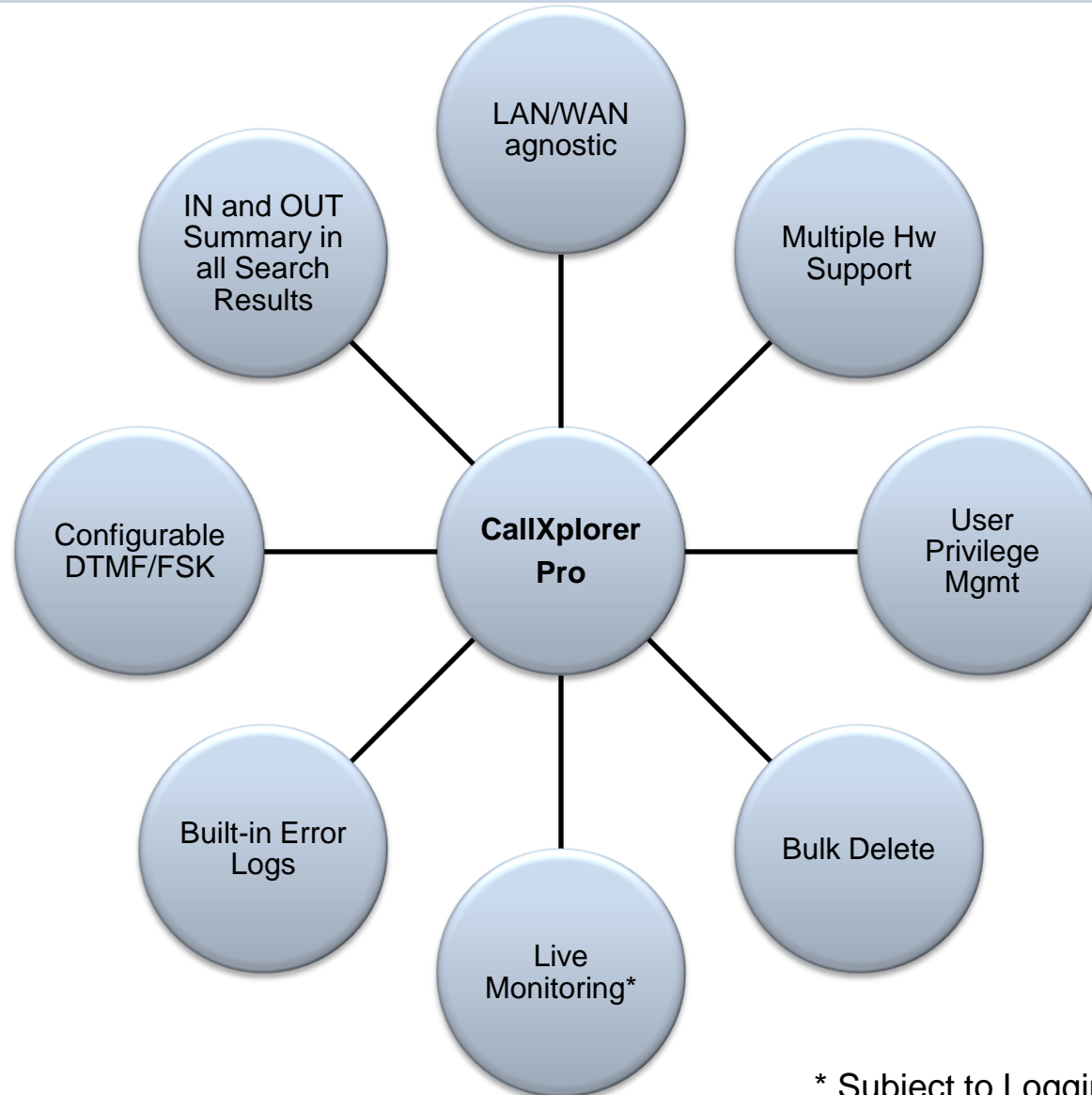


Multiple Search Options

CallXplorer Pro gives the user multiple powerful search options



Other Features



* Subject to Logging Hardware support

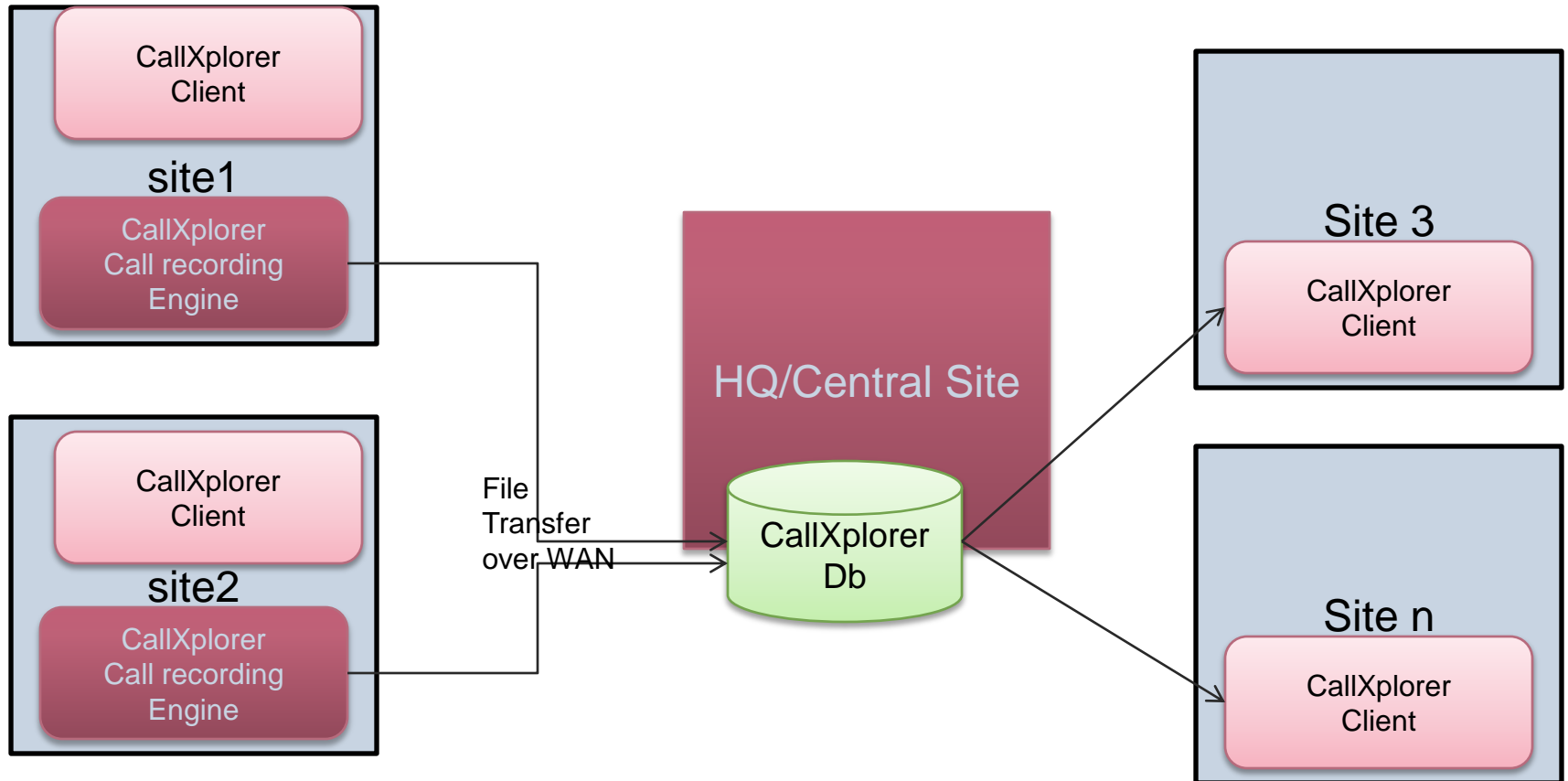
Enterprise Version

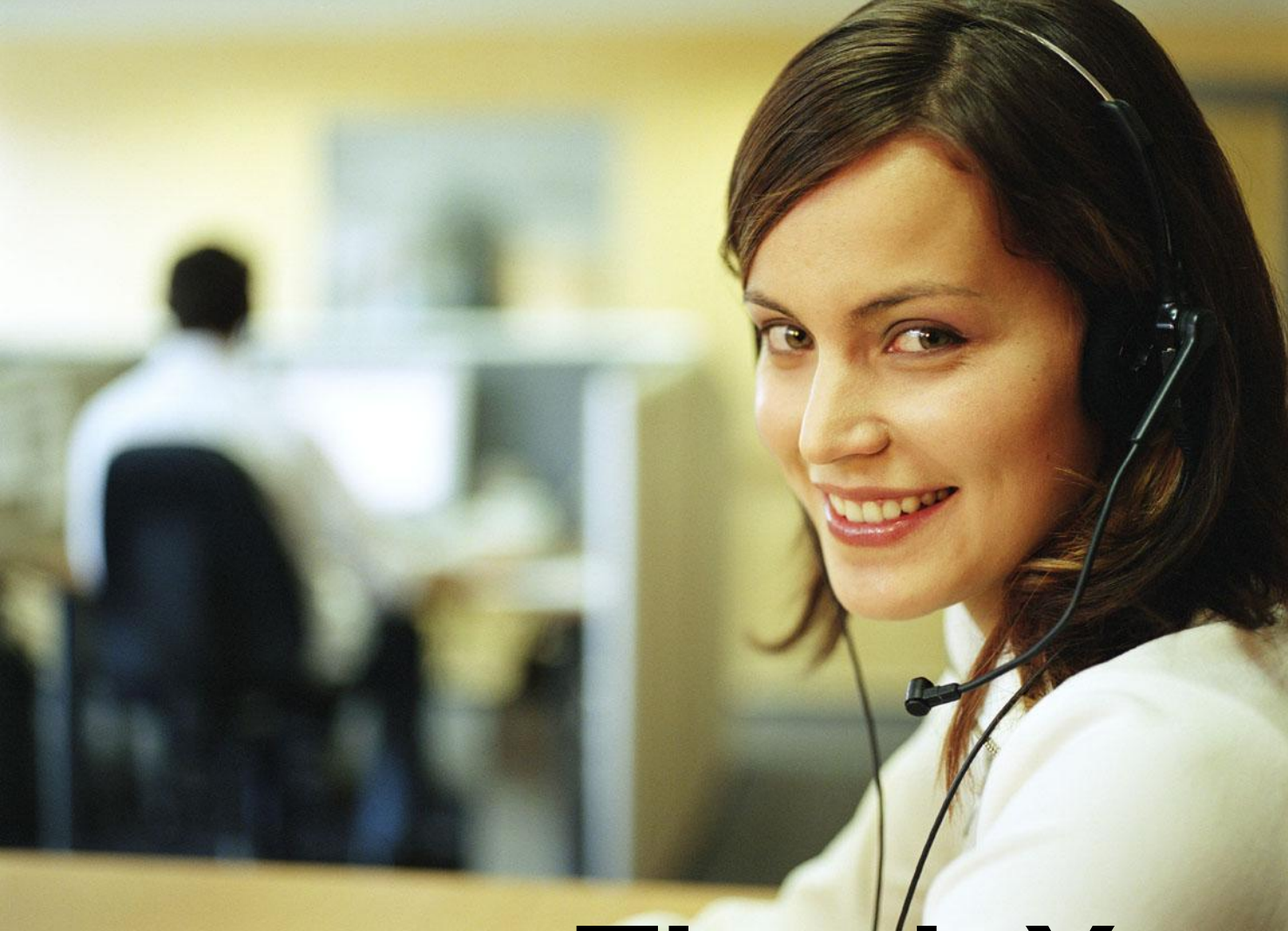
- In addition to all CallXplorer Pro version features, the Enterprise version has designed to be deployed as centralized logging system where the actual recording happen at multiple remote sites.
- Mysql based to support multiple simultaneous users and high number of calls
- Single Db for multiple sites.
- Db access to IT for reusing the call related data
- Optional System Log server for managing the Logs from multiple sites

Enterprise Version

- Calls/Site identified by 'BranchCode' field.
- User can search for the calls in a specific Branch code or in all branch codes.
- No special hardware, router or devices required works on normal IP connectivity.
- Can work on MPLS, VPN, Leased Line or any sort of connectivity
- Option of transferring the voice files to central site to leave them at the local sites

Enterprise Architecture





Thank You!

■ Add Your Company Slogan