

BackOffice Analogue

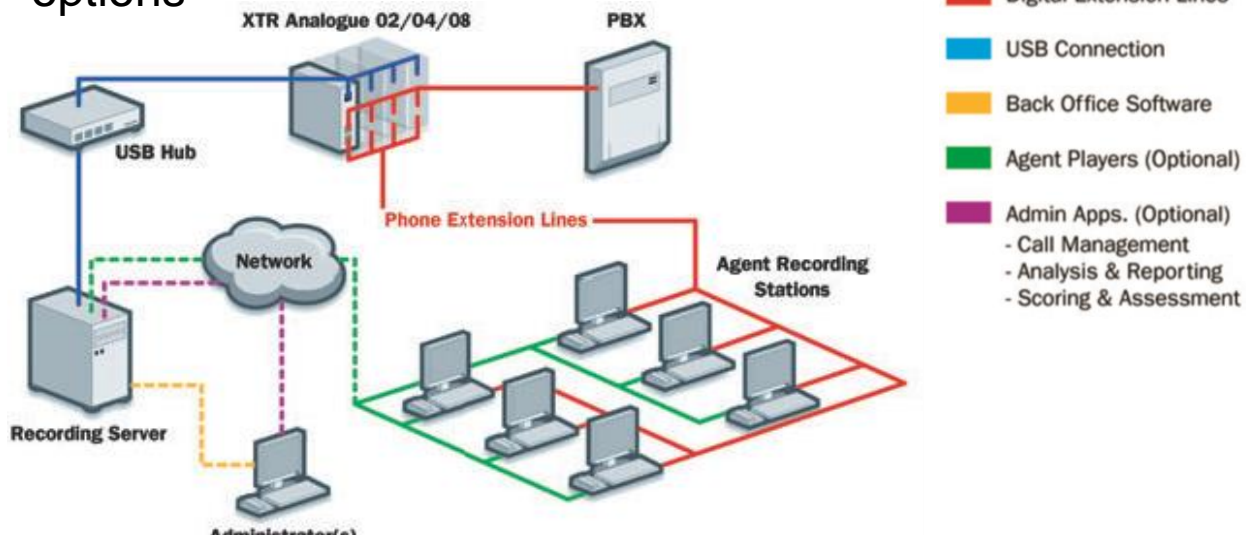
Recall every conversation using the power of your PC

XTR BackOffice Analogue Recorder Software Resides on a PC/SERVER in a PBX room. Combined with our Analogue 02, Analogue 04 or Analogue 08 hardware solutions that in turn are connected to the analogue extension wiring of your telephone system, or directly onto your incoming analogue lines. BackOffice Analogue Recorder provides a true centralised recording solution for large and small applications.

BackOffice Analogue Recorder provides a variety of settings and options to deliver the results you are looking for:

- Mix any combination of analogue/digital/BRI/PRI/IP (see our BackOffice 4IP)
- Direct line or behind PBX connection.
- Caller ID and digits dialed captured.
- Audio Balancing on per port basis.
- Store call locally or anywhere on the network
- 'Ignore' short calls settings- eliminates very short calls
- Archive and encryption plugins
- SMDR integration with majority of the PBX brands
- Simple to setup and easy to manage and change.

BackOffice Connectivity options



Analogue 02



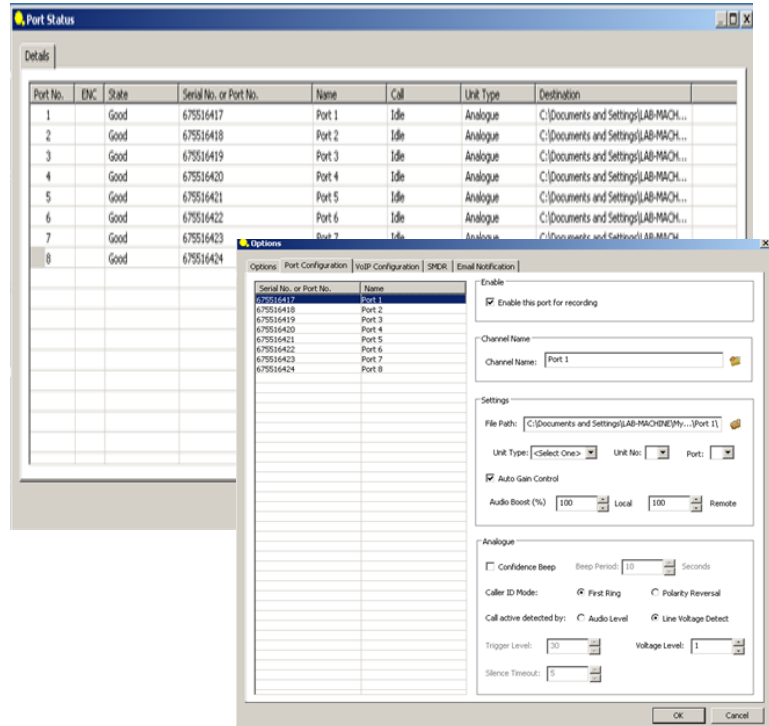
Analogue 04



Analogue 08



BackOffice Analogue Recorder runs as a full-time utility recording all calls to and from every connected telephone or line. On PBXs where caller ID is supported on analogue extensions, it will also capture the caller ID and numbers dialed of every call and make it part of the call record.



A choice of two Supervisor Positions

BackOffice Analogue Recorder is paired with our professional supervisor packages:

- Call Manager Supervisor- a sophisticated supervisor search and playback application
- XTR Reporter Professional Supervisor- designed for call centre supervisor with all the features of Call Manager plus agent scoring and reporting/ evaluation package

See our separate feature specifications sheets for Call Manager, XTR Reporter Pro Supervisor packages.

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