

BackOffice Digital

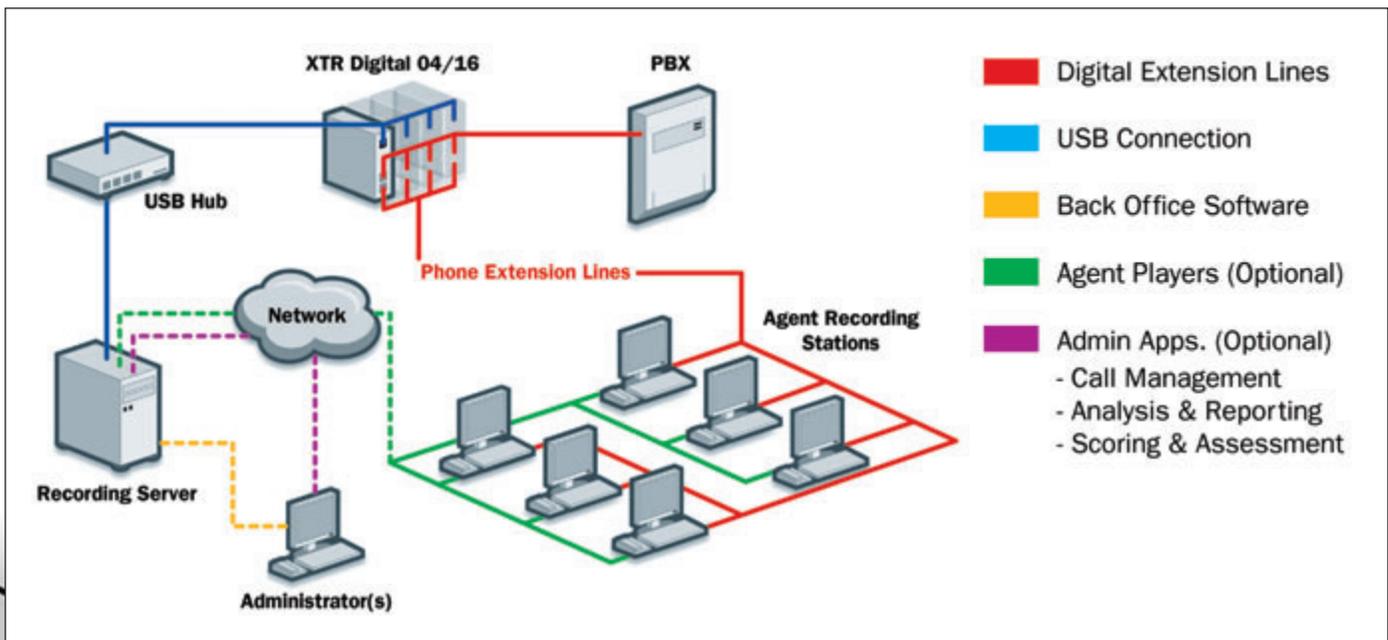
Recall every conversation using the power of your PC >

XtR BackOffice Digital Recorder software resides on a PC/Server in the PBX room. Combined with either the Digital 04 or Digital 16 hardware solution that in turn are connected to the Digital Station wiring, **BackOffice Recorder** provides a true digital centralized recording solution for large and small applications.

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

- Mix any combination of digital and analogue connections (see BackOffice Analogue)
- Caller ID and digits dialed recorded
- Audio balancing on per port basis
- Store calls anywhere on your network
- 'Ignore' short calls setting - eliminates very short recordings
- Archive management on a per channel basis
- Simple to set-up and change as needed.

BackOffice connectivity options:

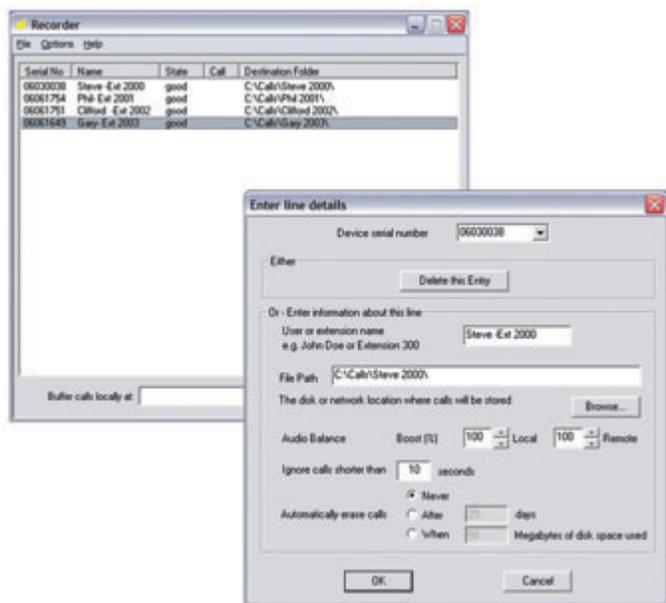


Choose your digital connectivity devices:

BackOffice Digital 04



BackOffice Digital 16



BackOffice Digital Recorder runs as a full-time utility recording all calls to and from every connected telephone. On those PBXs where caller ID is supported, it will also capture the caller ID and number dialed of every call and make part of the call record.

A choice of three supervisor positions

BackOffice Digital Recorder is paired with our professional supervisor packages:

- **Call Manager Supervisor** - a sophisticated supervisor search and playback application.
- **XtR Reporter Supervisor** - all the features of Call Manager Supervisor plus graphical reports on call usage.
- **XtR Reporter Pro Supervisor** - designed for the call centre supervisor with all the features of XtR Reporter plus a sophisticated agent scoring and evaluation package.

See our separate feature specifications sheets for Call Manager Supervisor, XtR Reporter Supervisor and XtR Reporter Pro Supervisor.

PBX telephone compatibility:

- Toshiba DK/CTX/CiX
- Telrad
- Tadiran
- Avaya Definity/Magix/IP Office
- Nortel Norstar, Meridian and BCM
- Siemens Hicom/Hipath
- Samsung DCS/iDCS/OfficeServ
- LG/Goldstar/Vodavi
- Panasonic KXTD/KXTDA/DBS HD & 576/ICX
- NEC NEAX/Elite/Aspire/IPK
- Inter-tel Axxess & Eclipse
- Alcatel.

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The **leader** in cost-effective **true digital call recording**

