



XtR Professional

Digital Call Recording Solutions



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



We didn't get to No.1 by coincidence!

- Over 25,000 systems installed
- The most cost-effective fully digital solution available
- Simple to implement & reliable
- Start from one port with unlimited growth
- Desktop & back office centralized solutions available
- Digital, analogue and mixed systems capability



An introduction to **XtR Professional** >

Modular software and hardware

XtR Professional by Comvurgent is a suite of hardware and software modules that combine to offer a powerful, flexible and easily expandable Digital Call Recording solution for your business. You can start today with just a single extension of Call Recording and expand in stages with centralized recording, sophisticated reporting and agent call grading as and when your business demands, or your budget allows. XtR Professional is unique in offering a low entry level cost with sensibly priced add-on modules delivering the best value, fully digital, fully professional Call Recording solution in the industry!

Designed for simple implementation and maintenance

XtR Professional uses Comvurgent's unique 'PBX-2-USB' technology to deliver 100% reliable station-side recording. USB connectivity simplifies the installation and maintenance of your Recording Solution. No special CTI links are required to capture the information required. XtR Professional simply connects to the wiring of each extension of your phone system in the communications room or at each telephone desktop.

Ongoing maintenance is simplified and Comvurgent's free software upgrades policy combined with Station-side connectivity ensures that if you change your Network Services, add VOIP circuits between office locations or implement other phone system upgrades, your Call Recording solution remains current, compatible and fully functional.

Record ALL your calls

Station-side connectivity records ALL calls to each extension you choose to connect. This includes internal calls, inter-office calls via private lines or VOIP connections and non-ACD calls. Unlike trunk-side recording systems, XtR Professional provides your supervisors with a true representation of daily activity for each agent.

Recall selected calls

XtR Professional's supervisor applications allow you to determine which calls need review. You can quickly search by agent name, time/date, number dialled, duration and many other parameters. Supervisors can play recordings, add comments and email or export recordings to other users. Additionally, all agents can be given access to certain recordings using XtR Desktop at no extra cost.

Reports as needed

If your supervisors need sophisticated reports on agent activity, XtR Professional offers add-on modules to deliver the information you need in the graphical or tabular format you require. Supervisors can view in real time on-screen or export in a variety of standard formats for insertion into your business reports.

Agent grading

XtR Professional's optional Agent Grading module allows your supervisors to accurately evaluate agent calls using your programmed parameters. Agent Grading uses sophisticated weighting techniques to score and help improve your agents performance.



Start small, build as you grow >



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