

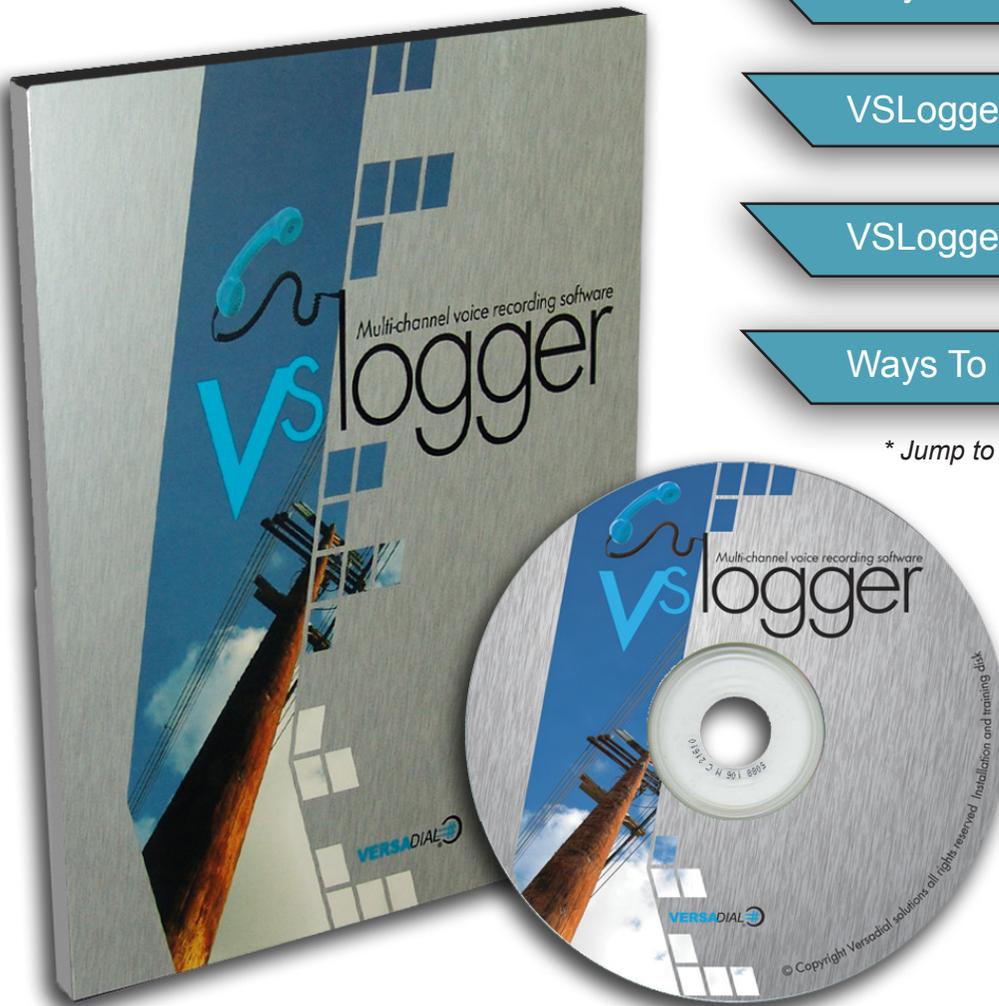
VSLogger Product Catalog

Version 4.1.2

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About Versadial Solutions

Company History

In 1994 Versadial Solutions was launched in California as a software development consulting firm. Our first major contract was developing software for a proprietary multi-channel voice recorders manufactured for the U.S. Government. With the success of the project, focus then shifted to the multi-channel voice recording industry.

There was a void in the small to medium size business sector for call recording software and hardware solutions. Versadial Solutions was one of the first companies to design and develop an affordable solution for these sectors.

In 1998, VSLogger was officially launched as a commercial product. The call recording software provided businesses around the world with the capability to easily integrate call recording solutions into their computer and telephone systems.

Since 1998 Versadial has continued to improve and expand VSLogger. With the release of Adutante in 2011, Versadial Solutions merged call recording monitoring, screen capture and desktop analytics in an integrated, easy to access web application platform.

Today, Versadial Solutions has a worldwide customer base, servicing clients in government, manufacturing, telecommunications, call centers, public safety, financial services and many other industries.

Versadial Solutions prides itself on our ability to offer cost saving and affordable call recording software to multiple industries.



Benefits of Call Recording

- Reduce Personal Liability
- Reduce Costly Entry Errors
- Reduce Personal Calls
- Increase Business Security
- PCI Compliance
- Conduct Performance Reviews
- Sales Training
- Improve Customer Satisfaction

Why Choose Versadial Solutions?

World Wide Reach

We have a worldwide customer base, servicing clients in government, manufacturing, telecommunications, call centers, public safety, financial services and other industries.

Here are a few of our advantages:

- Voice recording software that is easy to use
- Non-proprietary PC hardware for ease of maintenance and scaling. Our systems support hardware from several manufacturers. Allowing you the freedom to upgrade and expand with the hardware of your choice
- No charge for multiple seat licenses of the remote client software
- Not-restrictive licensing: You pay for it once and you own it. Software can be moved to another PC, sold or leased
- Cost saving DIY kit you can install in your existing PC
- Near 0% return rate in 12 years of business
- 30 day money back guarantee
- Recording checksum for checking non-tamper proof recording
- Live Monitoring: Supervisors can monitor calls using multi-tiered security permission levels
- Automatic archiving to DVD and network drives
- Reliable systems running 24/7 with redundant power supplies and RAID hard disks
- Visual and audio alarms
- Agents, supervisors and managers can be given selectable access to one or all channels and features
- Multi-site recording with centralized data storage access
- Capture caller ID, dialed numbers, SMDR, or ANI/ALI
- Reporting: Create and save custom reports, graphs and charts
- Third party verification recording
- No mandatory yearly service contracts
- Quality Control Tests and Reports



Specifications

- ***Our Award Winning Call Recording Software***
- ***Compatible with Multiple Databases and Platforms***
- ***Software Can Be Moved to Another PC, Sold or Leased***
- ***Record Audio, Video, Telephone and Radio***
- ***Record Analog, Digital PBX Extensions, T1, E1, ISDN BRI and PRI, VoIP and SIP Trunks***

Click Below To View Specific Section

- [VSLogger Features & Benefits](#)
- [Typical VSLogger Call Recording Configuration](#)
- [Recording Compression, Compatibility, Technical Data](#)



Recording Triggers

- D-Channel
- On-hook/Off-hook
- Voltage levels
- VOX(voice activation)
- DTMF Tones
- Function buttons
- Button Lamps / LEDs
- External API (3rd party)
- CTI events
- Manual/operator commands

License Allocation

- Fixed per channel
- Active channels

Search By

- Extension
- Date and time
- Caller ID
- Dialed numbers
- Inbound/outbound direction
- Notes (wild card search)
- Duration
- Grades / Scores
- Recorders
- Agent Name

Reports

- View and Print Reports
- Save Reports as PDF, Excel, html, delimited, or text files.
- Preset Reports and User Defined

Storage & Archiving

- Local drive storage for fast access
- Automatic archiving to DVD+RW, network drives, external USB, FTP, or other removable drives
- Centralized Storage for Multiple Recorders
- Archiving modes as continuous, daily, or on-demand

Playback and Monitoring

- Live Monitoring
- Instant recall (up to 1 minute)
- Save as WAVE
- Standard playback controls
- Email Recording with a Single Click of the Mouse
- Mixed playback
- Bookmark (mark section of call)
- Note tags
- Playback speed and volume control
- Remote Playback, unlimited licenses

Scalability

- System limitations are derived by number of available PCI slots and system performance
- Max 240 channels for extension-side and 256 for trunk-side recording
- Number of channels can be expanded by simply adding extra boards & licenses
- Record inputs such as analog, digital PBX, VoIP, T1/E1, ISDN-BRI

CTI Integration

- Zeacom plugin
- SER plugin
- SMDR/CDR

Quality Control Grading

- Easily Grade a Recording Using Client Software
- Create Up to 10 Quality Control Tests
- 10 Criteria per Test
- View Results in Percentage Grade
- See Average Grade per Agent
- Create Searches Using Agent Grades

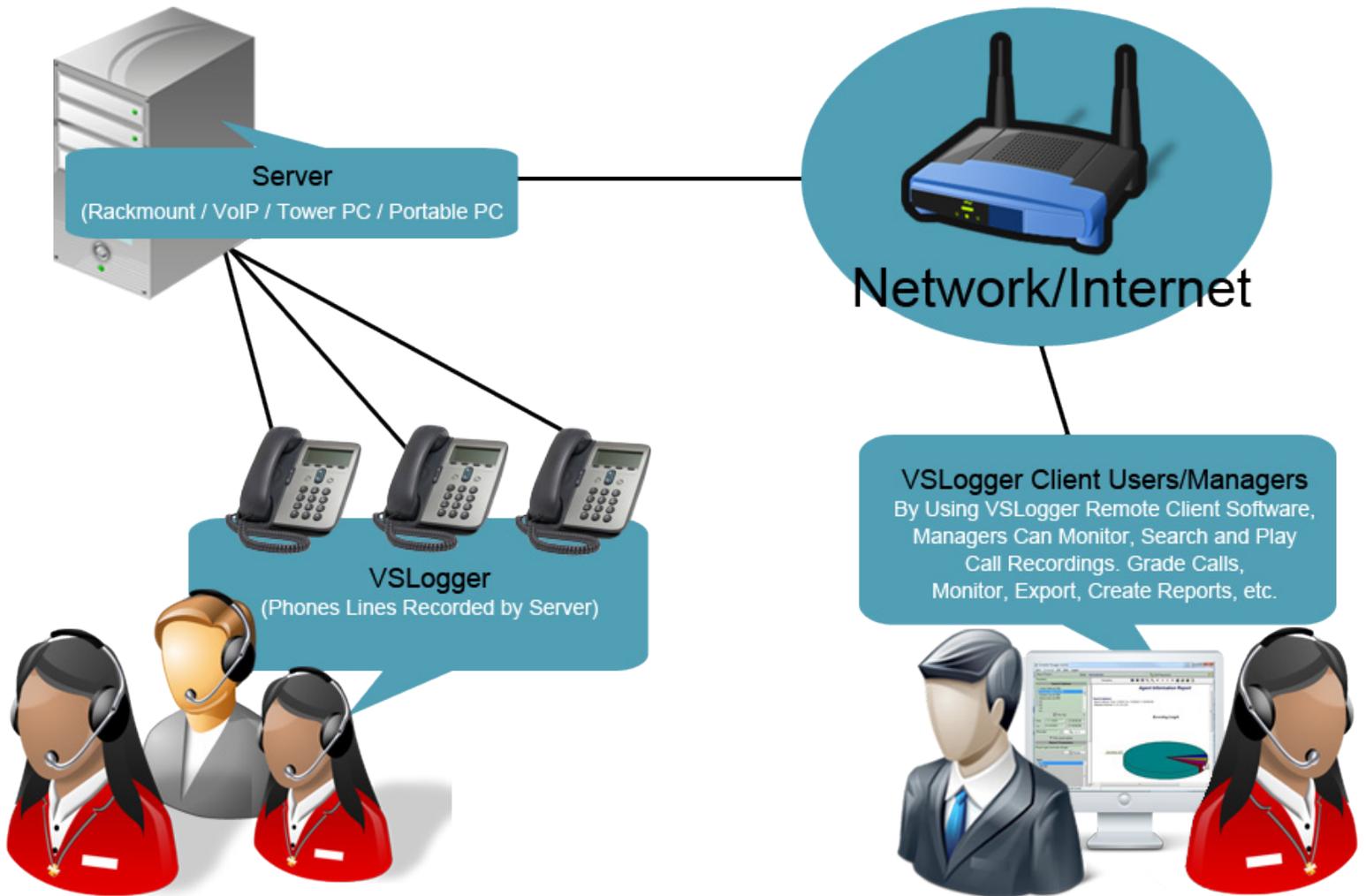
Other

- Access Recordings via the Web (optional)
- Save Search Parameters & Search Results
- Third Party Verification Line
- Access Recording via your PDA
- Quick Preview Search
- Security & System Operations

Alarms

- Add Note Per Recording
- Automatic Service Startup
- Automatic Delete when Drive is Full

Typical VSLogger Call Recording Configuration



**VSLogger
Server Requirements**

PC: Minimum 1 Gb RAM
OS: Windows

Separate Disk/Volume for storage
Removable Drive(s) for archiving

**Manager/Users
PC Requirements**

VSLogger Remote Client Software

PC: Minimum 512mb
OS: Windows

Phone Lines

VSLogger can be installed and record phone lines from
Trunk Line
Extension Side
VoIP

Optional: Expand your capabilities with **Adutante**. **Adutante** is our web based application hub that allows greater flexibility and control of your call recording sources. Integrating both Call Recording and Screen capture. Call a sales specialist today for more information.

Recording Compression

Codec	Rate	320GB HD	500GB HD
MULAW	28 MB / hour	11,034 Hours	17,241 Hours
ADPCM	14 MB / hour	22,068 Hours	34,482 Hours
GSM	6 MB / hours	53,120 Hours	83,352 Hours

Compatibility

Digital PBX		VoIP	Trunk Lines	
Aastra	LG	3COM	Analog Input	T1-PRI
Alcatel	Mitel	Alcatel	ISDN-BRI	E1-PRI
Ascom	Nakaya	Allworx		PCM32
Aspect	NEC	Avaya	T1 Framing: SF(D4), ESF	E1 Framing: Basic G.704, CRC4
Avaya	Nitsuko	Cisco	T1 Line Coding: AMI, B8ZS	E1 Line Coding: AMI, B82S, HDB3
Bosch	Nortel	Mitel	Signaling: ISDN, NFAS, CAS	Signaling: ISDN, DASS2, CAS
Cisco	Panasonic	NEC/Phillips		
Comdial	Phillips	Nortel		
EADS	Rockwell	Siemens		
Eon	Samsung	Ericsson		
Ericsson	Selta	H323/H225		
Fujitsu	Siemens	Selta		
Harris	Tadiran	Shoretel		
Inter-Tel	Telrad	SIP		
ISDN-BRI	Toshiba			

Technical Data

	Analog Board	Digital Board	T1 and E1 Board	VoIP Board
Channel Capacity per board	4,8,16 and 24	8,16 and 24	1 and 2 trunks	240
Max Channels per system	240	240	T1=240 & E1=256	240
Connectors	RJ-21X (amphenol)	RJ-21X (amphenol)	RJ45	Network Adapters
Dimensions (Inches)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H (half-size) 13.4L x 4.3H (full-size)	7L x 4.3H
Storage Temperature	-20C to +85C	-20C to +85C	-20C to +85C	0C to +70C
Tap Type	Parallel	Parallel & Sersial	Parallel	Span Port
Max Tap Length (Feet)	500	30 to 100	T1=98 & E1=52	N/A
Encoding	U-law or A-law	U-law or A-law	U-law or A-law	G.711 & G.729A
Operating System (31-bit)	XP, 2003 Server, Vista, Windows 7	XP, 2003 Server, Vista, Windows 7	XP, 2003 Server, Vista, Windows 7	XP, 2003 Server, Vista, Windows 7
Audio Compression (MB/ Hour)	6, 14.5 and 29	6, 14.5 and 29	6, 14.5 and 29	6, 14.5 and 29

Screenshots

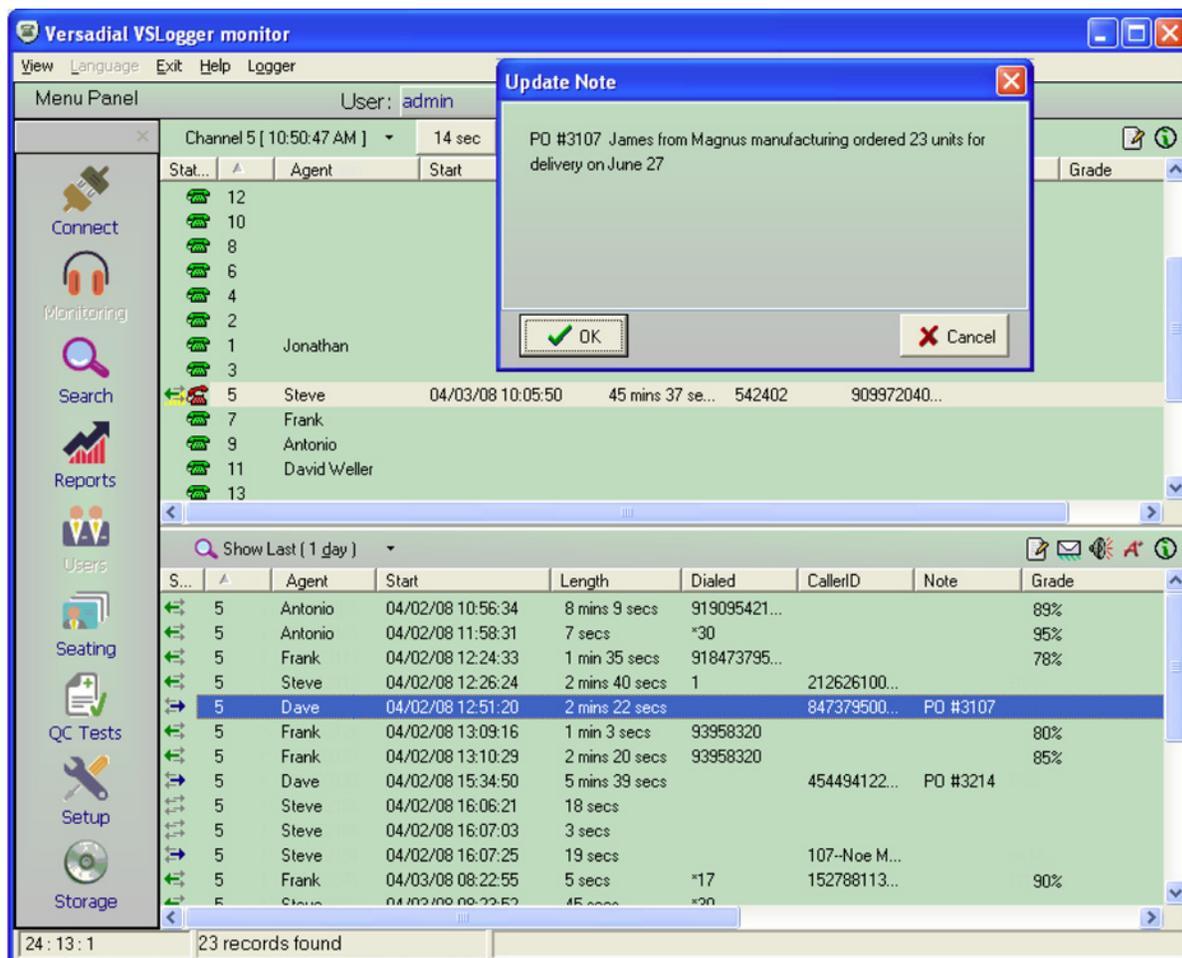
Major Feature Screenshots of VSLogger

Click Below To View Specific Section

- Resolve customer disputes & protect against lawsuits
- Detect & deter security breaches or inappropriate calls
- Coach & motivate employees using example recordings
- Learn which sales offers & techniques work best

Resolve customer disputes & protect against lawsuits

- Resolve customer disputes & protect against lawsuits.
- Reduce costly data entry errors.
- Detect & deter security breaches or inappropriate calls.
- Coach & motivate employees using example recordings.
- Learn which sales offers & techniques work best.



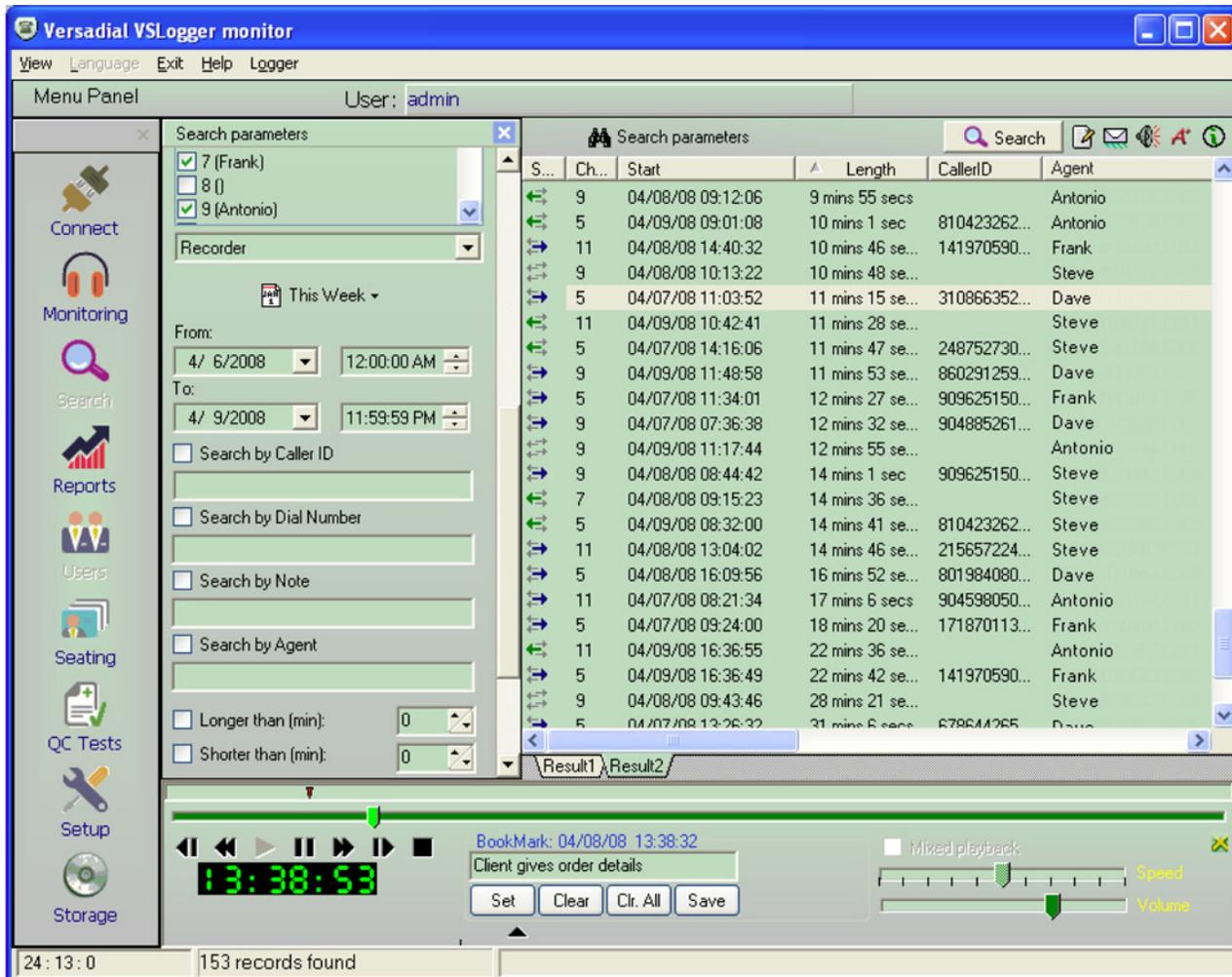
Easy to use

- Install and use on any PC
- Learn how to use VS Logger in a few minutes
- Automatically record any phone, radio or VoIP
- Save thousands over other call recorders

Record and monitor live calls

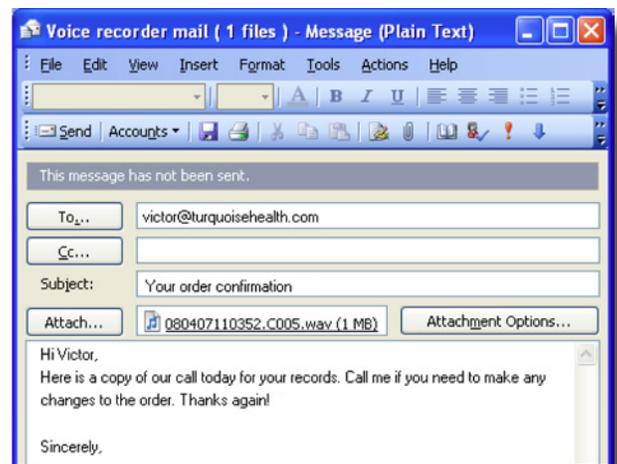
- Record automatically or start recordings yourself
- Recordings capture caller ID, call length & more
- Instantly replay the last few seconds of a live call
- Add text notes to any call recording

Detect & deter security breaches or inappropriate calls



Easily find & share recordings

- See all recent recordings in a single click
- Search all calls from a particular person
- Search by a phone number called
- Sort by inbound or outbound call type
- Sort by the length of the call
- Double click a recording to play it
- Bookmark important spots in a recording
- Adjust playback speed and volume
- Email recordings as WAV files in a click



Coach & motivate employees using example recordings

The screenshot shows the 'Versadial VSLogger monitor' window. At the top, it displays 'User: admin' and 'Channel 5 [10:50:47 AM]'. Below this is a table of call recordings with columns for Status, Agent, Description, Start, Length, Dialed, CallerID, and Note. A search bar is visible with 'Show Last (1 day)'. Below the table is a 'Criteria' section for a 'Customer_Service' test. The criteria include Greeting (Score 5), Courtesy, Presentation, and Closing skills. A question is posed: 'Is agent polite and have appropriate tone of voice?'. The test score is currently blank, with a 'Max Score' field and a 'Grade recording' button. A playback control bar is at the bottom.

Stat...	Agent	Description	Start	Length	Dialed	CallerID	Note
12	Undefined						
10	Undefined						
8	Undefined						
6	Undefined						
4	Undefined						
2	Undefined						

S...	Name	Agent	Start	Length	Dialed	CallerID	Note
←	080402095634.C005	5	04/02/08 10:56:34	8 mins 9 secs	919095421...		
←	080402105831.C005	5	04/02/08 11:58:31	7 secs	*30		
←	080402112433.C005	5	04/02/08 12:24:33	1 min 35 secs	918473795...		
←	080402112624.C005	5	04/02/08 12:26:24	2 mins 40 secs	1	212626100...	
→	080402115120.C005	5	04/02/08 12:51:20	2 mins 22 secs		847379500...	
←	080402120916.C005	5	04/02/08 13:09:16	1 min 3 secs	93958320		

Criteria	Score
✓ Greeting	5
✓ Courtesy	
✓ Presentation	
✓ Closing skills	

Improve with quality control tests

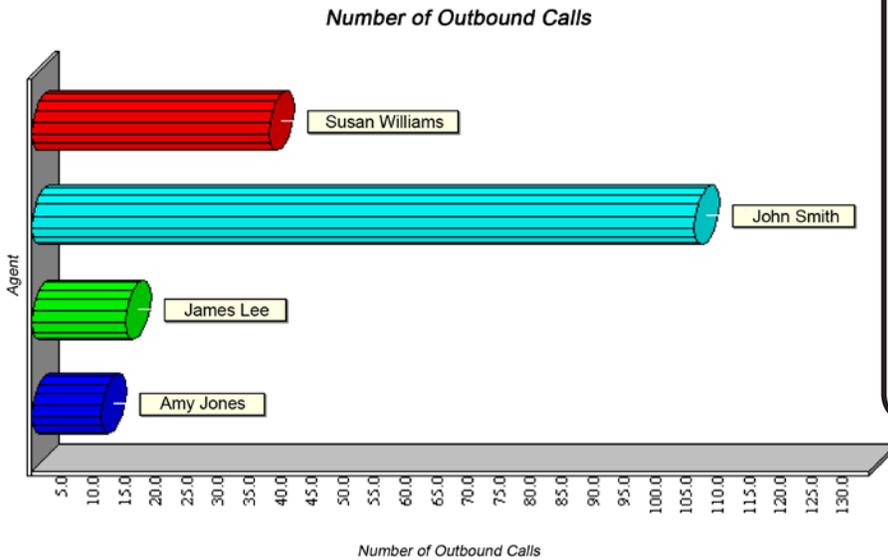
- Use our preset tests or make your own
- Run up to 10 tests on any one call
- Tests can grade quality, service and more
- Grade in a few clicks while listening to a call
- Pull performance reports for employees
- See company wide performance on key metrics

The screenshot shows the 'Test Run' dialog box. It has a 'Save' button and a 'Test Run' button. A list of tests is shown on the left, including 'Customer_Se', 'Product know', 'SalesCalls', 'TechnicalSup', 'Emergencycall', 'Test6', 'Test7', and 'Test8'. The 'Emergencycall' test is selected. The right side shows the test details: 'Test name: Emergencycall', 'Criteria: Verifiedaddress, Reassurance', 'Criterion name: Verifiedaddress', 'Count of grades: 2', 'Failed point: -1', and 'Max: 1'. A description is also visible: 'Rep must verify the address given to assure...'.

Learn which sales offers & techniques work best

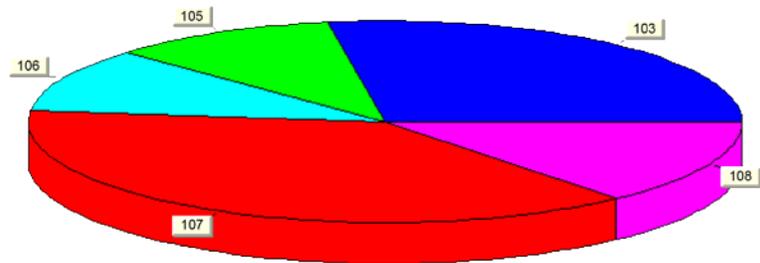
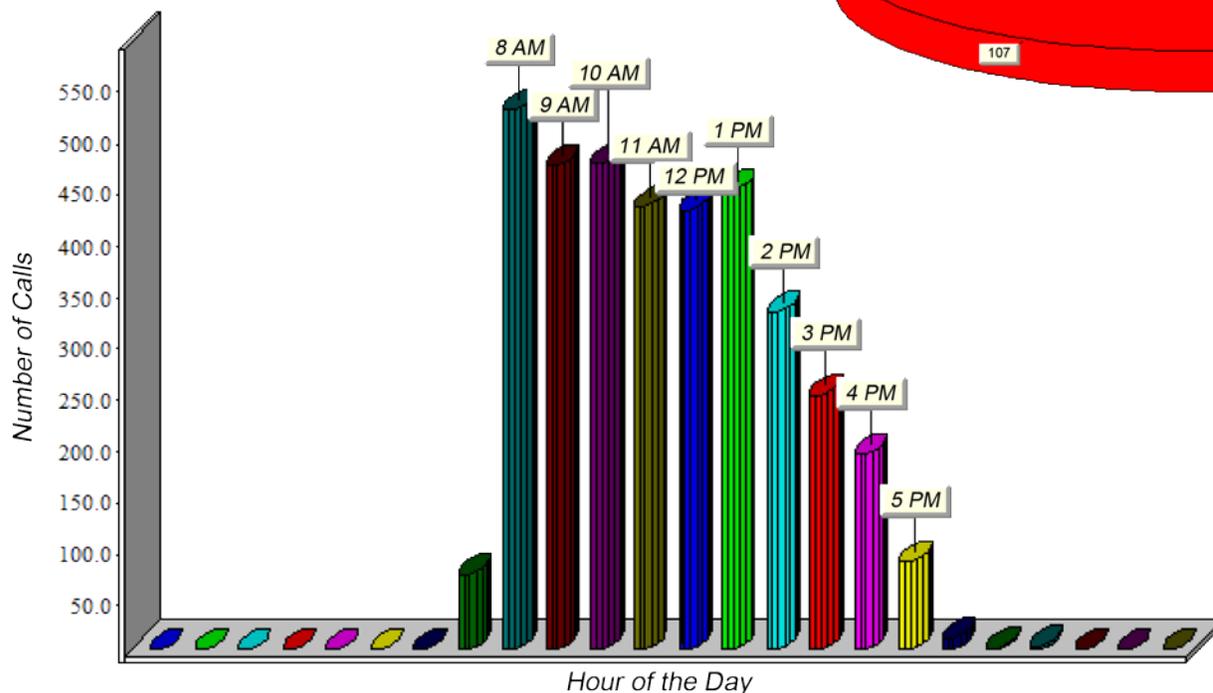
Reports keep you in the know

- Use one of 9 preset reports or make your own
- Reports can be printed or saved as PDF files
- Customize your report by date range
- Select what agents or phone lines are included
- Display data as numbers or graphs
- Compare data by day or the week or hour of the day
- See call length, dead time, performance and more.



Average Number of Calls (per day)

Number of Calls



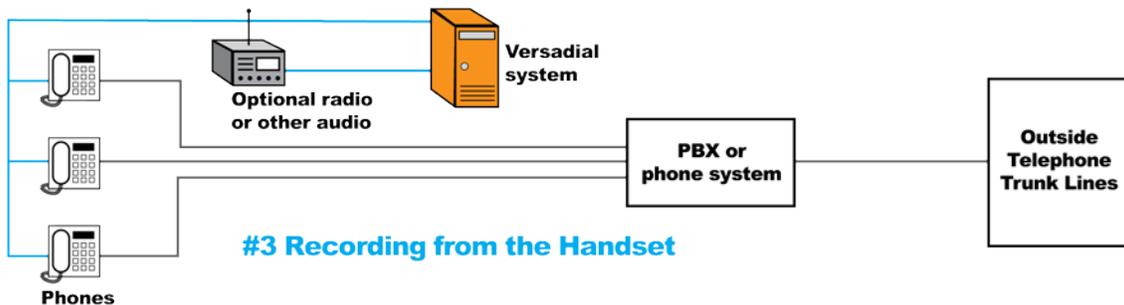
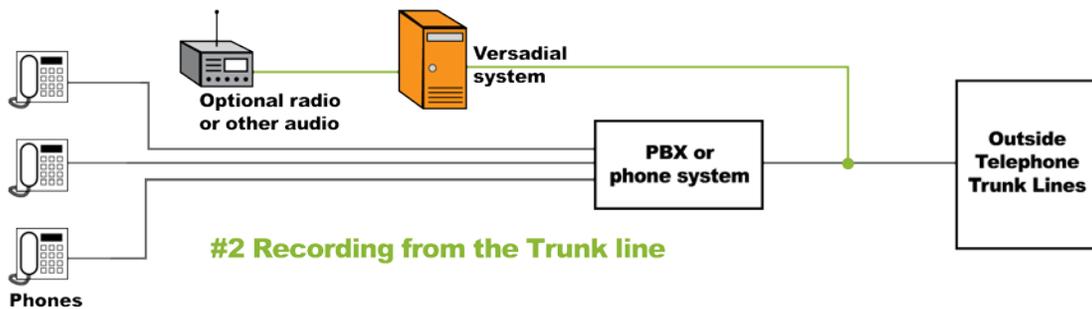
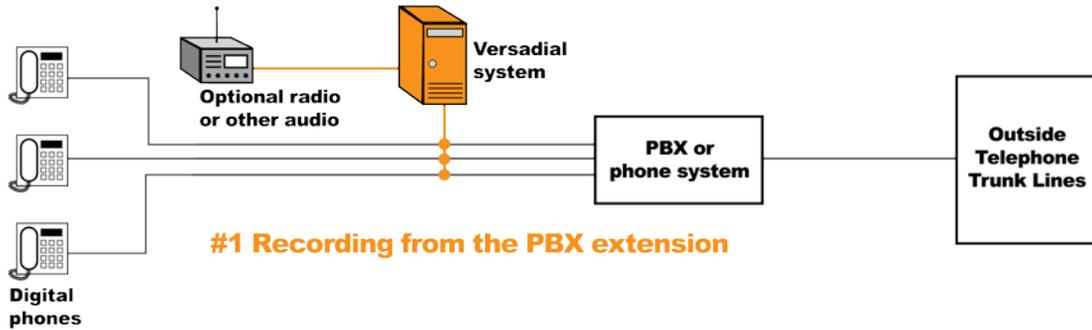
Ways To Record

Sample Recording Scenarios for VSLogger

Click Below To View Specific Section

- [PBX, Trunk and Handset Recording](#)
- [Benefits and Drawbacks for each Recording Scenario](#)
- [Sample Setups & Uses for a Versadial System](#)

Choose the best way to record: Extension, Trunk, or Handset

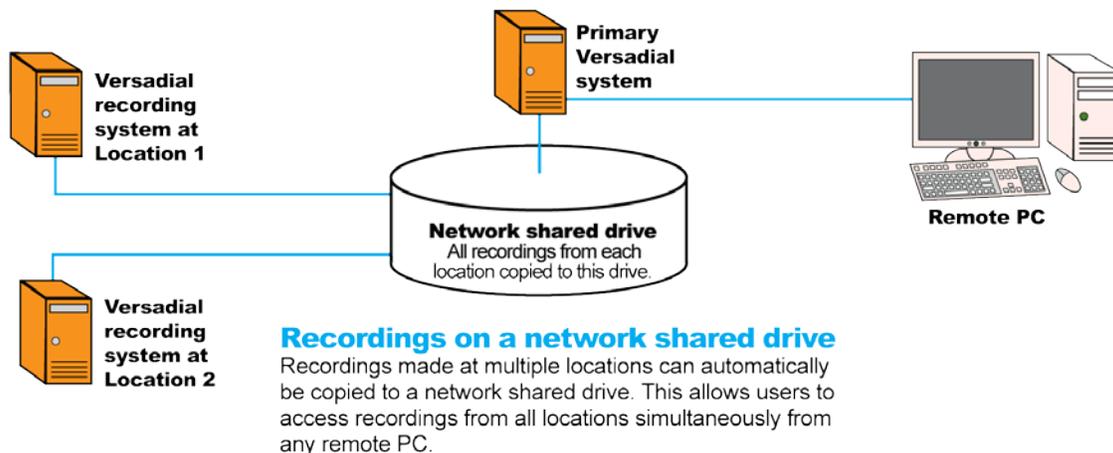
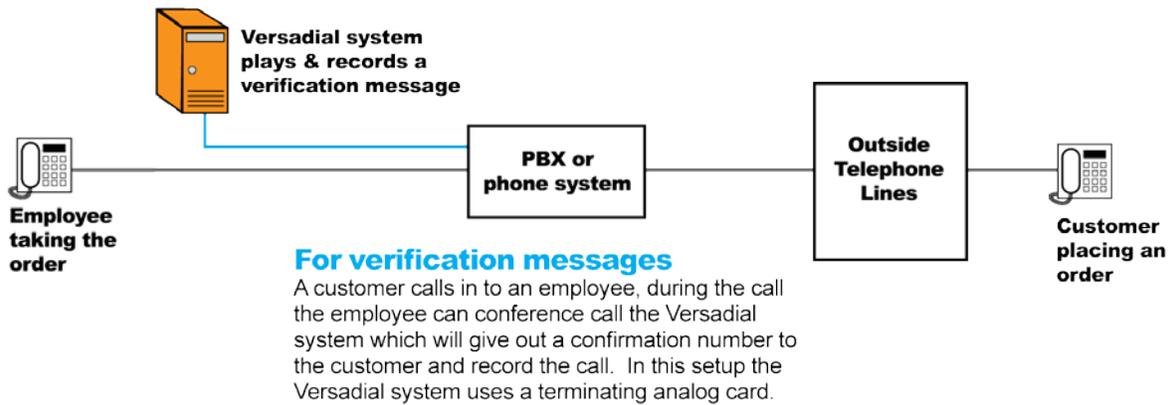
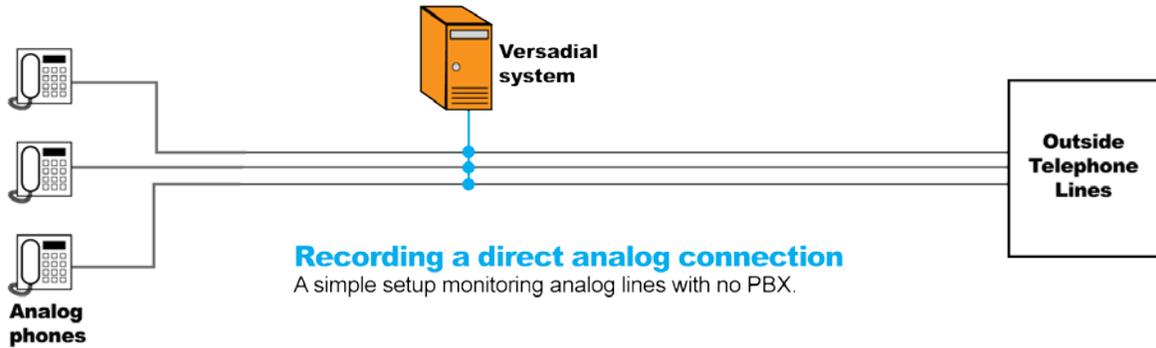


Benefits and Drawbacks Comparison

Recording from the:	#1 PBX extension	#2 Trunk line	#3 Handset
Monitor live recordings	Yes	Yes	Yes
Records transferred extensions	Yes	Yes	Yes*
Records PBX auto-attendant messages	No	Yes	No
Records internal calls	Yes	No	Yes
Search by caller ID	Yes	Yes	No
Search by trunk line	No	Yes	No
Recordings saved in folders for	Each Extension	Each Trunk Line	Each Handset
Audible beep option on recording	With a Beep Adapter	Analog lines only	With a Beep Adapter
Manual start / stop option	Yes	Yes	Yes
Other notes	The best solution for PBXs on our supported list.	Works with all PBXs and phone systems.	Requires wiring to each handset. Call ID & dialed number not captured.

*if the transferred extension is also connected to a recorder

Some sample setups & uses for a Versadial system



Various sample setups & uses for a Versadial solution

