

# Analogue & Digital

## Single Line Telephone Voice Recorder © with networking

RedTin Voice Technology Systems

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**REDTIN**  
ADVANCED



The **RedTin™ Telephone Voice Recorder©** is ideal for businesses that want a cost effective telephone voice-recording device or call logging system.

Any company handling value transactions (phone conversations in which critical information is transferred) needs to record all telephone calls for liability protection purposes. Telephone Servicing, Telephone Banking, Telephone Marketing, Telephone Insurance and financial trading by telephone are just a few examples that require *telephone call logging* for verification and dispute resolution.

Traditionally, telephone call logging and monitoring has been viewed as a necessary evil, which consumes overheads required to ensure call center agents do not fall behind in their quotas. But in today's highly competitive telephone services industry, call centers may find it far more productive to take a fresh perspective on call logging, viewing the technology as a way to identify agents who perform beyond expectations - not below them. Call logging is used to recognize agents who do their jobs well. The result: highly motivated call center agents who consider call logging and monitoring essential elements to their own personal success.

# SOFTWARE

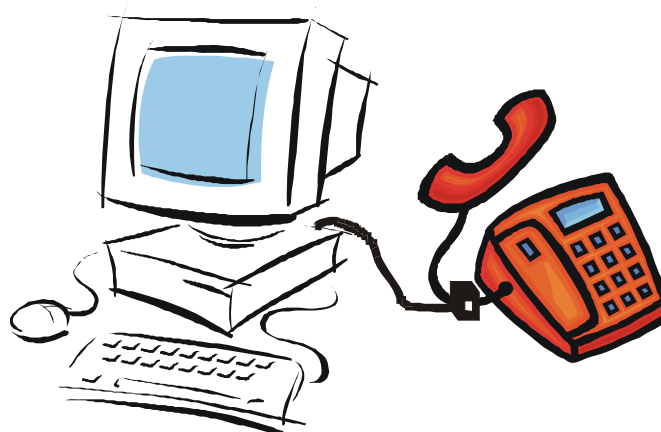
## **FEATURES OF REDTIN TELEPHONE VOICE RECORDER SYSTEM:**

- **Network Software:** RedTin Advanced comes complete with network ability whereby the user can save to a centralized network system/server.
- **Built-In Compression Software:** 1.3 KB/s, Up to 430 hours of voice recordings per 2GB media. Files stored as Compressed Windows Media Audio format.
- **User friendly:** An easy to use graphical user interface makes using the *RedTin Telephone Voice Recorder* simple and easy to learn. Access recordings directly from the individual workstation or via the network\* using enhanced viewing and search features of **RedTin Telephone Voice Recorder** software.
- **Administrator friendly:** Non-proprietary voice hardware and the easy to use graphical user interface make it simple to administer. A voice logging software installation CD is provided with the system.

### **RedTin Telephone Voice Recorder mono channel audio logger software**

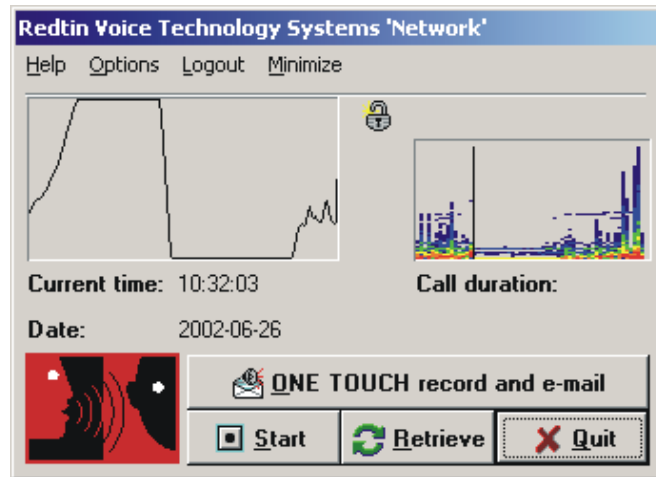
Implement an affordable voice logging solution by using the RedTin Telephone Voice Recorder. Now inexpensive PC sound cards can replace expensive equipment.

#### **Connection with the In-line connector**



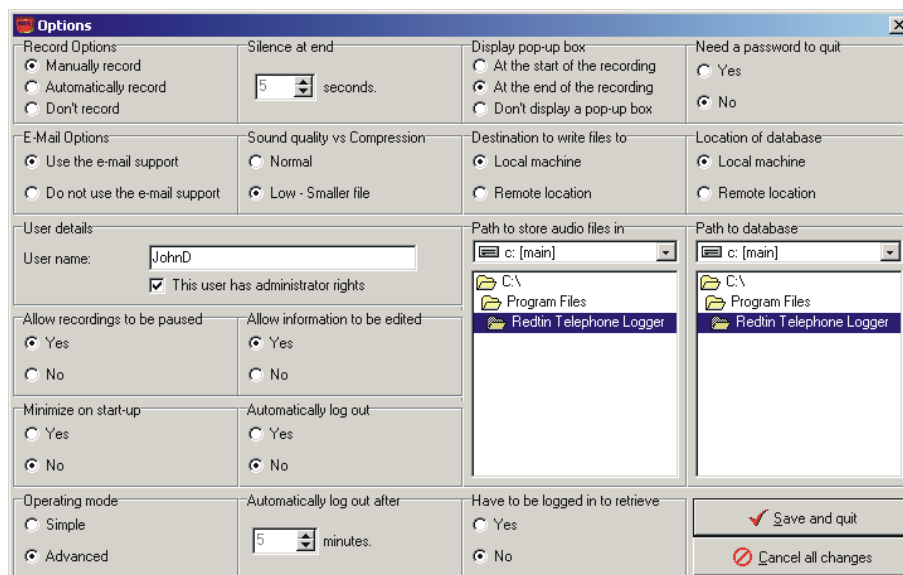
The RedTin Telephone Logger software interface was designed with ease of use in mind. The software is easily installed with a complete wizard driven installation process.

## Application Interface



The application interface is highly graphical and includes a built in 'automatic recording' facility.

## Options menu



An options menu with various administrative options is available. Here the user can change various settings, like auto or manual recording set recording frequency and the period of silence before automatic recording stops after hanging up.

## Retrieval Section

Flag	ID	User	Contact name	Phone number	Reference number	Date	Time	Call duration
	56	JohnD	test2	22222222	Not Entered	2002-06-26	10:35:21	00:00:05
	55	JohnD	Test1	111111111	Not Entered	2002-06-26	10:35:08	00:00:04
>	54	3214	Klause	Not Entered	Not Entered	2002-06-24	10:25:15	00:00:16
	53	3214	Not Entered	Not Entered	Not Entered	2002-06-20	13:20:48	00:00:17
	52	3214	Not Entered	Not Entered	Not Entered	2002-06-20	13:20:41	00:00:05
	51	3214	Not Entered	Not Entered	Not Entered	2002-06-20	13:19:53	00:00:16
	50	3214	Not Entered	Not Entered	Not Entered	2002-06-20	13:19:38	00:00:11
	48	3214	Not Entered	Not Entered	Not Entered	2002-06-20	13:17:04	00:00:05

The voice retrieval and playback features an advanced file retrieval and search facility. You can also move or copy files to any location on your local computer or network.

## Recommended Requirements

- Microsoft Windows 98/NT/Me/2000/XP
- 32 MB Memory
- Pentium II processor or higher
- Sound Blaster compatible sound card
- A telephone
- Internet Explorer 5 or higher
- Windows Media Player 7.1 or higher

## Features:

- Administrator password protection
- One-Touch Record and Email
- Easy recording
- Easy playback and file search
- High quality recording
- Call Compression