

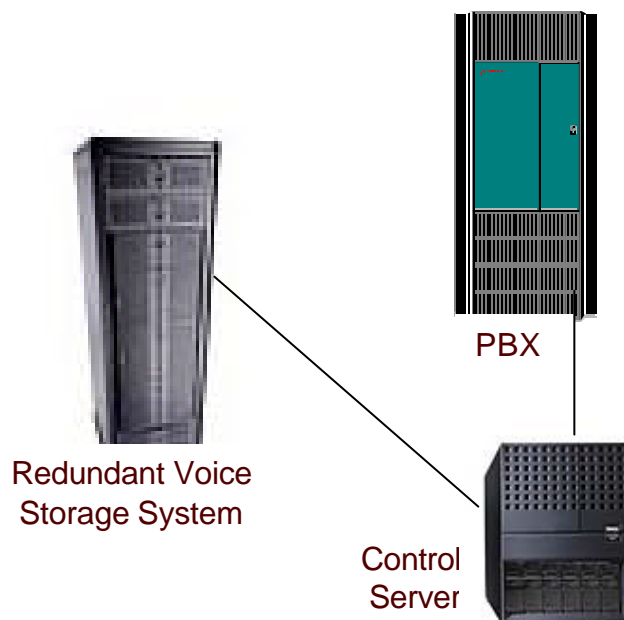
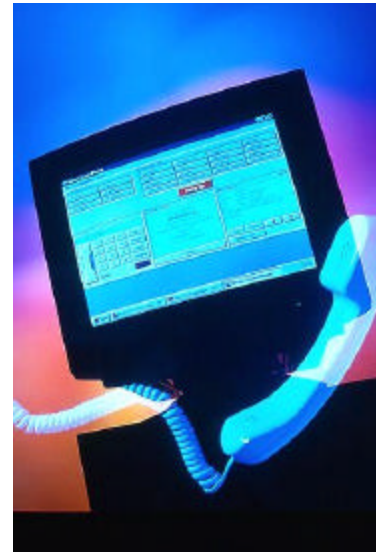


## Digital Voice Logging Systems

ComTek's Digital Voice Logging Systems are the most scalable and open systems provided within the industry. With **MORE** than **50,000 hours** of hard disk voice storage available, ComTek's Digital Voice Logging systems are unparalleled in the industry. Scalable from one to thousands of recording stations, ComTek's logging systems provide open voice storage, using the industry standard WAV format.

Other systems provide only a limited number of playback stations. With ComTek's Voice Logging Systems you may have an **unlimited** number of playback stations. You may play back recordings from any workstation with access to your LAN, or from any telephone. All Logging systems are based on Windows NT and Microsoft SQL Server. All Voice is stored as WAV files, **no proprietary storage formats** to deal with.

All ComTek Voice Recording Systems may be activated from within your applications via our API. We will provide you with standard windows libraries which may be called from **most major development tools** (including, Visual Basic and Visual C++).



For More Information:



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## Three Target Tasks - Three Systems

Voice logging is required in a large variety of environments. We've narrowed the tasks typically addressed in Call Centers and Trading Floors to three and built systems to address those environments:

- ✚ Occasional recording for a large number of people – This type of task may require access to the recording hardware for a small percentage of the users at any one time, but, require potential access for all users. For this type of task we provide the Voice Verification Recorder VVR – The Voice Verification Recorder.

- ✚ Why wire every workstation when your agents record only 10% of the time they are on the phone? The VVR supports large numbers of agents with a surprisingly small number of ports.



- ✚ Continuous recording for any all users – This type of task required simultaneous recording of all users at the same time. Users may be on different phone systems. Users may be on an inbound or outbound call. Users may be on any trunk which comes into the building. This type of recording requires our TCR – The Total Call Recorder. TCR is used when you need to ensure that you have the capability of recording EVERY call for ANY user on the floor. TCR is appropriate for both inbound and outbound calls.

- ✚ Continuous recording for a set of dedicated users on a specific set of trunks – This type of task does allows the users to be identified by the network trunks they are servicing. This type of recording allows the use of our NCR – The Network Call Recorder. NCR is used when your agents use a dedicated set of trunks from your call center to the outside world. The NCR sits between your switch and the outside network providing transparent access to your call center from the network while still offering the ability to record every call coming to the agents from the dedicated trunks. The NCR does not require any wiring at the agent workstation.

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