

Zibosoftware[®] Telephone Voice Recording System

Product Introduction to Zibosoftware Telephone Voice Recording System

→ Zibosoftware Telephone Voice Recording System (TVRS) is a recording system that provides unattended, high-quality recording of voice. Zibosoftware (TRVS) is a multiple channel digital telephone recording system that uses PC and Recording Card to record telephone conversations dialed numbers and Caller IDs.

→ Zibosoftware (TVRS) helps to make transactions over the telephone and to control the quality of personnel's work. Its innovation and flexible features are designed to improve the operation of today's mission critical enterprises, such as stock, commodity monetary trading, mail order, call centres, public safety, and military and other governmental operations.

→ **Main TRVS Features:**

- Storing records files on a hard disk (Daily Folder).
- Auto backup to specific destination.
- Convert recordings to wave files which can be playback in Media player.
- With automatic start and stop or manually operation if required.
- Can do Long-term recording depending on the hard disk space.
- Sound playing back is very clear, does not have any influence on the telephone line.
- Can be used on ordinary telephone line (PSTN), extension line, conference telephone, inter-phone, door-phone, etc.
- Write down call logs such as dial-number and Caller ID, support complex inquiry indexed by date, time, dial-number, Caller ID, Call type, etc.
- Report for call logs processing.
- Popup customer's information on the monitor of a PC on LAN or Internet.
- Support voice playback on LAN.
- There are many kinds of user's authorities to meet different demands.
- Robust design and simple interface for fail-safe but user-friendly day to day operation.

→ **Typical Usage:**

- Call center, Help desk, Hospital, Fire station.
- Recording conferences calls.
- Recording instruction, Clarification of quantities and Specifications.
- Protection of staff from abusive/difficult customers.
- Monitoring nuisance / prank callers.
- Monitoring customer service.
- Monitoring staff performance.
- Financial Institution.

→ **Report:**

- Search by Trunk / Extension Number.
- Search by Incoming or Outgoing call number.
- Search by date / time of calls.
- Search by remark.

Comparisons of Zibosoft QL-U2 Series & QL-3 Series



Zibosoft QL-U2 Series

→ General Zibosoft QL-U2 Features

- Connect to PCs USB port.
- Offer 2-port USB device. Up to 4 nport can work together in one PC.
- Support FSK/DTMF Caller ID mode.
- Save the conversation to hard disk in computer.
- Support recording enquiry and playback on LAN.
- Pop-up the Caller ID on the monitor of appointed PCs on LAN.
- Convert recording to wave files which can playback in Media player.

→ System Requirements

- Processor: Pentium III 455MHZ or above
- Memory: 128Mbyte RAM
- Hard disk space: 40Gbyte or above (70 hours recording/G).
- Operating Software: WIN 98 or above (recommended WIN XP).



Zibosoft QL-3 Series

→ General Zibosoft QL-3 Features

- Install in PCs PCI Slot.
- Offer 8-port PCI card. Up to 128 nport can work together in one PC.
- Logs dialed number (DTMF) and Caller ID for searching.
- Storing records files on a hard disk.
- Support recording enquiry and playback on LAN.
- Pop-up the Caller ID on the monitor of appointed PCs on LAN.
- Convert recording to wave files which can playback in Media player.
- Work with Zibosoft Telephone Billing System Seamlessly.
- Simple interface for fail-safe but user friendly day to day operation.

→ System Requirements

- Processor: Pentium III 500MHZ or above
- Memory: 256Mbyte RAM
- Hard disk space: 80Gbyte or above (70 hours recording/G).
- Operating Software: WIN 98 or above (recommended WIN XP)



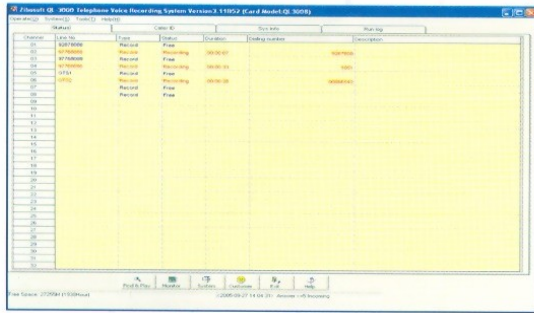
4 channel card



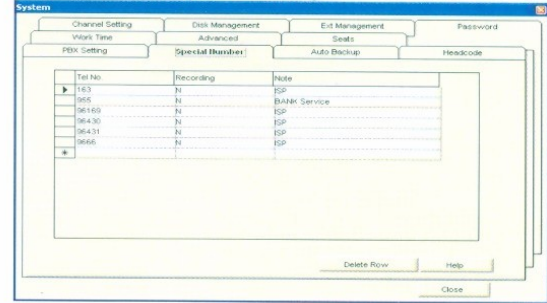
8 channel card

Zibosoft Voice Logger Features Screen.

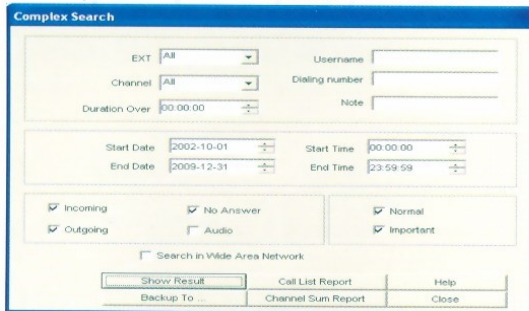
• Main Screen



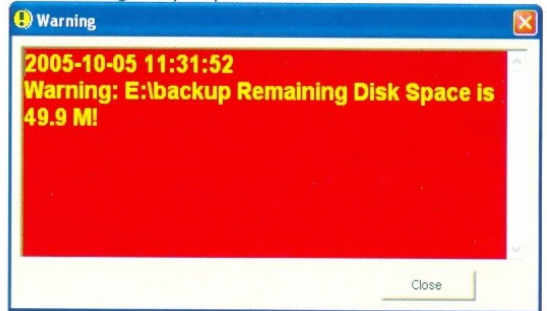
• Special Number Setting



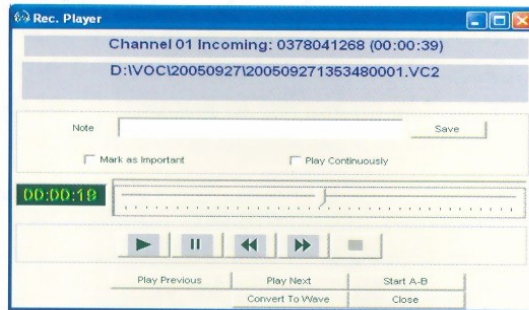
• Complex Search



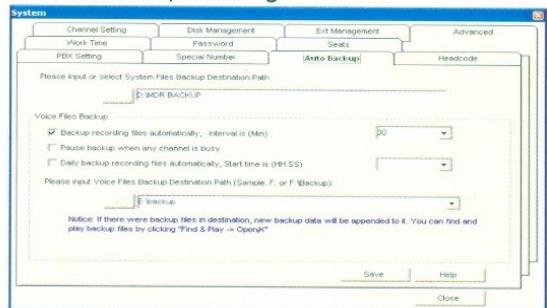
• Warning Pop-up



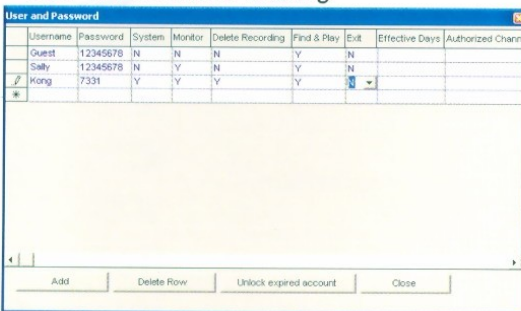
• Player



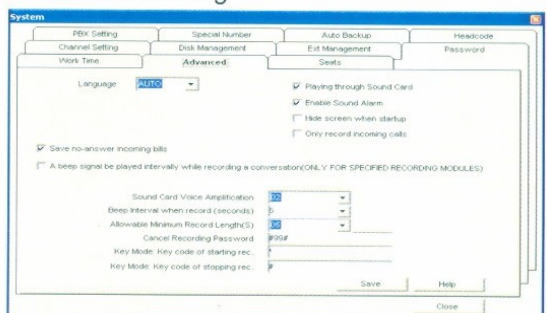
• Auto Backup Setting



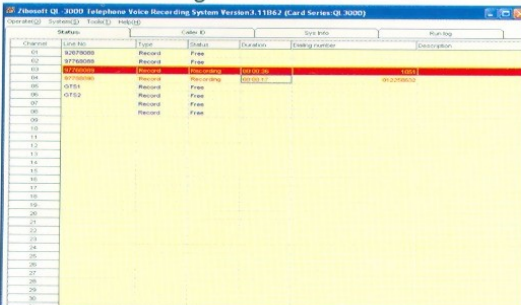
• User & Password Setting



• Advance Setting



• Live Monitoring



• Caller ID Pop-up Screen

