CALLCONFINE® provides one of the most advanced solutions for Analog & Digital voice recording, quality monitoring, analytics! You don't have to compromise. You don't have to change. You don't even have to worry about the future. Call Confine! Voice Call Logger, our Windows based, Client/Server enabled phone voice logging software-based solution, provides the industry's highest level of capacity, reliability, scalability and flexibility. In addition to lightning-fast retrieval and playback. This recording solution offers options for sharing and distributing your recordings, plus outstanding capabilities for migration to future technologies that has been built upon your initial investment.

CALLCONFINE® Service & **CALLCONFINE**® Controller has been designed as an optimal recording system based on the needs of various organizations. You can choose from a suite of Analog or Digital line based call loggers with intuitive interface for user-friendly operation and easy access to all records with variety of options. Any number of selective channels - you can configure your recording system to records all or selective telephonic conversations. The inherent flexibility of callconfine, open architecture, combined with the most powerful SQL database assures easy, reliable management of high volume of records, variable archiving automation, custom integrations with other applications, and much more.
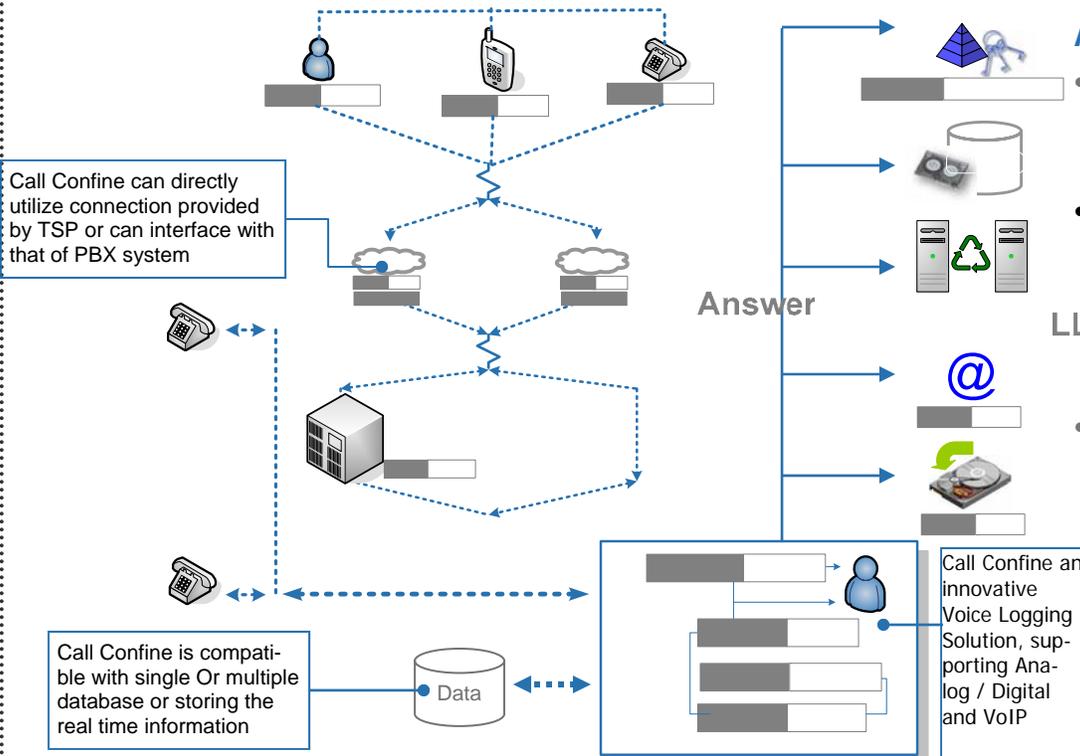
CALLCONFINE® Controller offers ultimate reliability and resiliency due to a wide variety of robust, fault-tolerant configurations that leverage standards-based components. Built around the principles of true open architecture, providing unmatched flexibility in inwards and outwards integrations, endless scalability, and limitless capacity. While our call recording software-based solutions focus on the future, our business practices are based upon good, old-fashioned values. We tell the truth, we're accountable, and we conduct business with utmost integrity.

CALLCONFINE® Synchronizer is designed and developed to manage and maintain calls getting logged at various branch location in one central location, Synchronization client is designated to auto or manually synchronize the call logs in centralized location, Synchronization Server is powered to manage the data synchronization from all locations and provide users the Centralized view of the calls according to Zone, State ,City and Branch.

CallConfine is designed and developed to implement it across various industries, few of them are in line below:

- Financial Services
- Financial Trading
- Government
- Health Care
- BPO / Call Centers
- Telecom
- Public Safety
- Security
- Transportation
- Energy & Utilities
- General Business
- Software

Call Confine can directly utilize connection provided by TSP or can interface with that of PBX system

Call Confine is compatible with single Or multiple database or storing the real time information

Data

Answer

LL

Call Confine an innovative Voice Logging Solution, supporting Analog / Digital and VoIP

Application Features

- **Scheduling Call Recording** - Enables you to schedule call recordings between a given time slot and for required weekdays.

- **Auto Emailing and Scheduling** - The customer can schedule an email to send the voice file as single or multiple attachment on specified Date and Time. This can further be schedule. Users can as well manually email the specific file/files.

- **Call Monitoring / Web Synchronization** - Web Synchronization module is a brilliant ADD ON, wherein in all branches having defined connection, can pull all the recorded files at one centralized location.

- **Archival** - Archival will allow you to archive the recorded files. Auto archival feature archives the voice files at a specified location automatically according to preset archival condition set.

- **Call Flagging** - To identify the recorded calls easily, Flags have been provided. One can mark a call as important, suspicious etc by setting flags against the call.

- **Recording outputs** – Files are recorded in .wav format, Call Confine also records the output of voice files in MP3 Formats., which is $1/4^{th}$ size of a WAV format.

- **POPUP** – Screen Popup is a feature generally available with Inbound call centre applications, Call Confine application include this feature as well.

- **CLI** – The Application has got the feature of capturing the CLI. (FSK / DTMF mode).

- **Scalable and Expandable** – CallConfine can be integrated with other Computer Telephony Systems like IVR, Auto Dialer, Call Center etc. and is scalable and expandable.

- **Security & Audit Trail** - Password Protection feature is given at every level of the application. Audit trail is a step ahead of security where the administrator can make a user and can define privileges to that particular user.
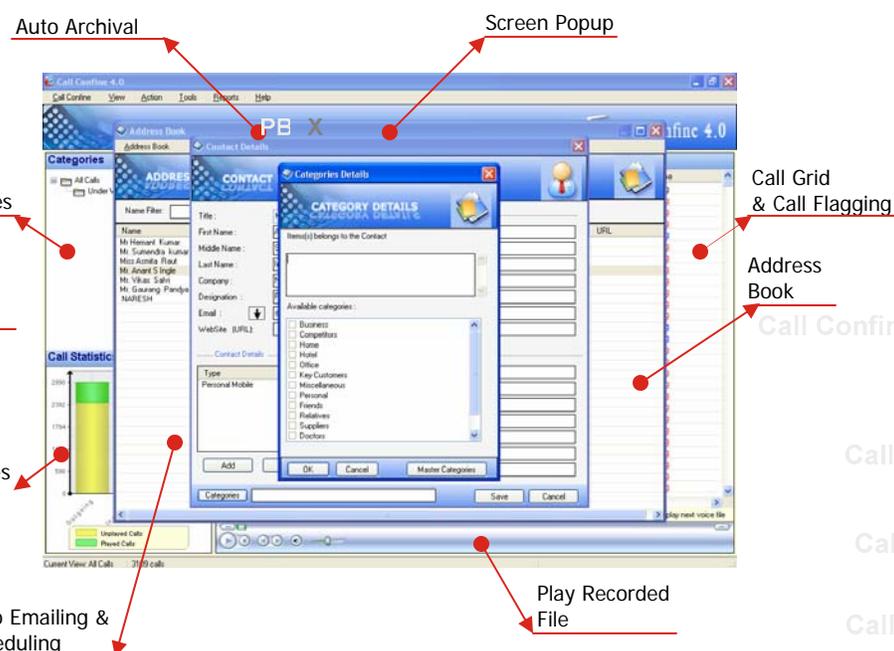
Benefits

- **Unmatched Flexibility** - Powerful Solutions for Today's Ever Changing Requirements

- **Maximum Interoperability and Scalability** - no limits, no restrictions!

- **High Reliability and Security** - Redundancy of key components for mission critical recording.

Auto Archival

Screen Popup

Call Categories

Call Categories

Auto Emailing & Scheduling

Call Grid & Call Flagging

Address Book

Play Recorded File

- **Robust and Intuitive Data Management** - Leverages Powerful Integrated database

- **Precision Search and Extensive Reporting Capabilities** - Leverage Vast Captured

- **Optimize Recording Rules to Fit Your Business Needs** - Extensive Recording Trigger Methods

- **Optimize Archiving Process to Fit Your Business Needs** - Unique Archiving Intelligence

Redefining Solutions