ZBS
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Telephone Voice Recording System

ZBS Voice Logger System

About the product

The ZBS Voice Logger System is a digital call recording system that provides unattended, high-quality digital recording of phone conversations and call details. Recordings of thousands of hours of telephone conversations can be retrieved and played back instantly onsite or remotely.

The ZBS Voice Logger System is designed with a completely modular structure. Its innovative and flexible features are designed to improve the operation of today's mission-critical enterprises, such as stock and commodity trading, mail order, financial transactions, and military or governmental operations.

Primary Benefits of ZBS Voice Logger System
- Quality Assurance Monitoring
- Transaction Verification
- Productivity Improvement
- Protection Against Potential Legal Problems

Common Applications
- Customer complaints about phone harassment or discourtesy can be analyzed without bias.
- Customer complaints are reduced dramatically since new trainees can be evaluated thoroughly and corrected before actual telemarketing.
- Financial transactions by phone can be verified objectively and easily.
- Recordings can be used as legal evidence. It can also be used to correct improper responses that might lead to legal complications.

Major Features

EASY – TO – USE
- The ZBS Voice Logger System features a clean and straightforward design. All the important features are presented in one screen.

COMPATIBILITY
- Capable of recording analog channels of major PABX manufacturers.

FUTURE EXPANSION CONCERNS
- Incrementally upgradeable.

STORAGE
- High-compression audio format (250 gigabytes can store approximately 15,000 hours of voice recording)
- A single system can usually store several months of recording

Operational Features

- Flexible retrieval / playback parameters.
- Audio records are searchable by date, time, channel number, phone number, etc
- Live monitoring capability
- Scheduled recording capability
- Off-Hook recording mode records only when the phone is in use. This results in savings on hard disk space and makes playback and searching a lot faster.

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AVAILABLE IN THE FOLLOWING RECORDING CAPACITIES:

- 16 analog channels
- 32 analog channels

COMPARISON BETWEEN ZBS VOICE LOGGER SYSTEM AND TAPE RECORDERS

FEATURE	ZBS VOICE LOGGER	TAPE RECORDER	REMARKS
Simultaneous Record / Playback	Yes	No	With tape, user cannot playback recordings while recording is being done. Big concern if a lot of recording is being done everyday.
Recording Mode	Automatically record when phone is lifted and stop if phone is onhook.	Manual start and stop of recording	- MAJOR CONCERN - With tape recorders, the user might forget to press RECORD to start recording.
Recording Medium	Hard disk	Cassette tape	Storage capacity of hard disk is at least 5,000 times more than a cassette tape. Tapes need to be changed daily and labeled properly.
Recording Capacity	Min. of 3 months	1 hour per tape	Whereas, ZBS Voice Logger System requires no manual intervention and keeps track of recordings automatically.
Tracking of Recordings	Yes	No	- MAJOR CONCERN - ZBS Voice Logger System automatically stores & keeps track of date & time of call, duration of call, who made the call, telephone number dialed. These information will be useful when searching for recordings. No such thing for tape recorders.
Reuse of Media	Automatic via circular recording. Oldest recordings are erased first	Manual interchange of used tapes	- MAJOR CONCERN – Tape recorders require manual rewinding, labeling and organization. This is prone to confusion, mishandling and mistakes. ZBS Voice Logger System erases the oldest recordings automatically. Because of the many steps involved using tape recorders, mistakes often happen. Commonly, these mistakes are not discovered until an incident has already occurred and problems are encountered with the recordings.
Making copies	Yes	Yes	With ZBS VOICE LOGGER, copies can be made fast and sent to other users via diskette, CD, email. With tape recorders, copies can be made but takes a lot of time and effort. Can only be copied to cassette tapes
Search Capability	Point & click	Difficult to search thru recordings. Listento all recordings.	- MAJOR CONCERN - With ZBS VOICE LOGGER, you can search by date, duration, number dialed or person who made the call. Search thru months of recordings easily. With tapes, you have to hope the labels are correct, and listen to a tape from the beginning. If you need to search thru months of recordings, you have to manually insert the tapes one by one and listen to each of them slowly. In case labels are not made correctly, it would be impossible to find a particular recording.
Time consumed to search for a particular conversation	Between 10 to 30 seconds. Typically 15 seconds for one recording.	Between 30 minutes to several weeks. Typically 2 to 3 days for one recording.	When an important conversation needs to be found, time is usually of the essence. With tape recorders, time will be a big problem