

Innovation in
Telecom
Since 1997



An ISO 9001:2015 & 14001:2015 Certified Company

Total Solution for Call Management

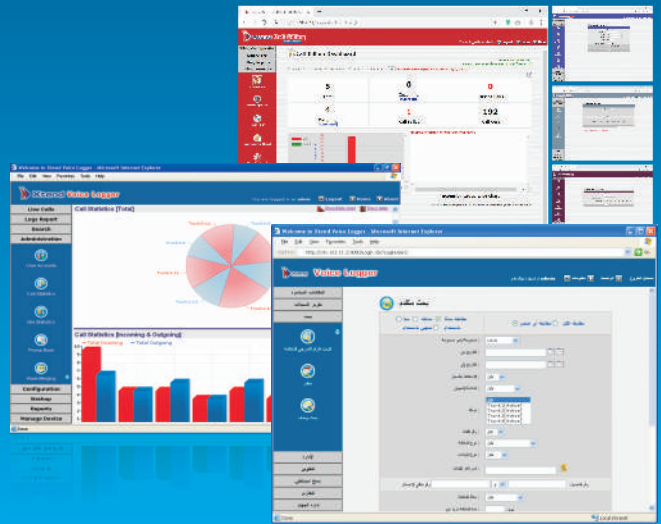
Xtend Technologies is the leading manufacturer and provider of Computer Telephony Integrated (CTI) products and solutions. Our expertise includes design, development, manufacturing, testing and delivery of telephony products like Voice Loggers, Call Billing System, Call Center Solutions, Interactive Voice Response (IVR) and more. We are capable to provide customised solutions as per client's requirement. Implementation of our products in an organisation helps to improve operational efficiency and enhances customer satisfaction.

Field Proven Telephony Solutions Serving Clients In 50+ Countries

Xtend Voice Logger

Perfect Solution for Live Monitoring & Recording Calls

Xtend Voice Logger is a powerful tool to monitor, record and audit all the incoming/outgoing calls occurring through Analog, Digital and VoIP telephone lines. User-friendly browser interface with multi-colour theme selection includes advanced audio player, detailed reports, wide range of search options, popups and alerts, tamper detection and extensive features. Cost effective and comprehensive call recording models are available.



Arabic Interface Available

PC-based Voice Loggers

Versatile Range For Small, Medium & Large Companies

Supports Unified Software for Analog, ISDN PRI, Digital Extension, Audio & VoIP Lines



Analog

- Ports available 1, 2, 4, 8, 12, 16 and 32
- Scalable upto 256+ ports
- Records incoming, outgoing and missed calls
- User-friendly browser interface
- Monitor and listen to live calls
- Multi-user login facility
- Popup for alerting incoming calls

- Tamper-proof and encrypted data storage
- Multiple audio compression formats
- Automatic email alerts
- Multilingual interface available
- Welcome greetings, announcements
- Voicemail, out-of-office message
- Beep sound/background music

VoIP: Supports H.323, Standard SIP and more

ISDN PRI: Records Single ISDN PRI Line and R2 (E1/T1)

Digital Extension: Records keyphones of major PBX brands

Audio: Records live audio from Radio/Wireless units (VHF/UHF)



VoIP



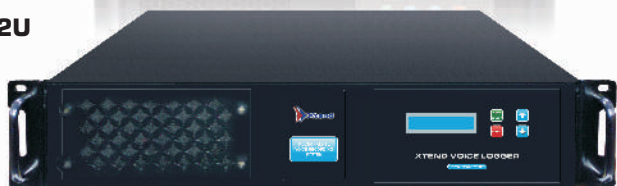
ISDN PRI

Standalone Voice Loggers

4U



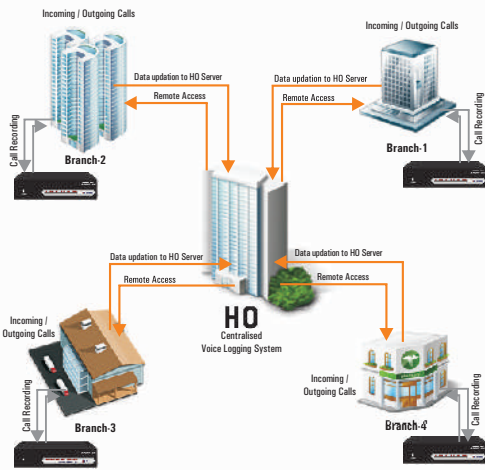
2U



Enterprise Appliance Model For Large Installations

Logs Analog, ISDN PRI, VoIP, Digital Extension in any combination

- 19" rack mountable server
- Does not require a PC
- Automatic restart after power failure
- Encrypted and tamper resistant storage
- Built-in LCD Display
- In-built storage capability
- Option to support RAID functionality
- Browser-based interface
- Remote access with multi-login



Centralised Management Solution

Supports Centralised Data Management & Reporting

- Monitor and centralise call data from multiple offices to a single location
- Real-time monitoring of Voice Loggers from Head Office (HO)
- Stores recorded call data in Branch as well as in HO
- Automatic data backup in multiple locations and updation to central location
- Unified browser interface with live dashboard for monitoring purpose
- Live dashboard shows branch status including Voice Logger status, PC down, date/time mismatch, low disk space notification etc.
- System down alerts in PC and via email from branches are displayed at central server
- Comprehensive and location-wise call log search options are available

Voice Logging Solutions For Multiple Industries

Air Traffic Control (ATC) Logger

Logs Analog/Digital VHF/UHF Transceivers, RADAR, Wireless Units/Radios



- 19" rack mountable server
- Scalable to log high densities
- Embedded web interface with support for remote access
- Audio playback from multiple channels based on a selected timeline
- Incident mapping and analysis from multiple channels
- Encrypted and tamper resistant storage
- Supports redundant storage
- Built-in DVD Reader/Writer for archiving data



Marine Logger

Audio/Voice Logging from Telephones, VHF/UHF Transceivers (both portable & fixed units)

- Powerful rack mountable 2U/4U devices
- Comprehensive reports and audio playback with remote access to interface
- Voice activated and continuous logging options available
- Incident playback and analysis from multiple channels
- Supports major brands of Radio/Wireless units

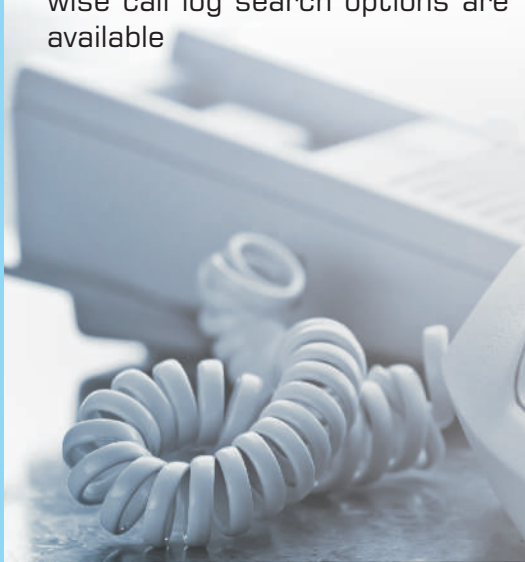
Optional: Signal Conditioner (1 pair) for long distance signal transmission, Video Display Unit (VDU), RADAR Screen Recorder, GPS Navigational Recorder.



Public Announcement General Alarm (PAGA) Logger

Audio recording of announcements in Oil Rigs, Construction Sites, Metro Stations, Airports, Railways & more

- Scalable architecture with centralised management
- Protects from unauthorised access and prevents tampering of audio files
- Audio logs with full-fledged details like date, time, duration etc.
- Shows status of broadcasted audio in real-time
- Audio analysis using 15+ controls for auditing purpose
- Audio compression capability to PCM/GSM formats
- Listen and mark a particular region of recorded audio
- Allows combining multiple audio files for easy reference





Xtend Call Center Solutions

Inbound, Outbound & Blended Call Management

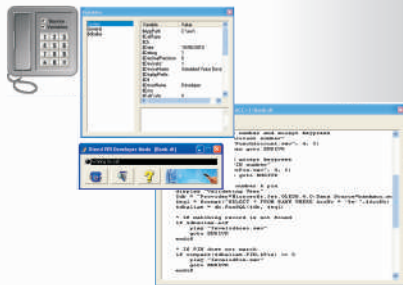
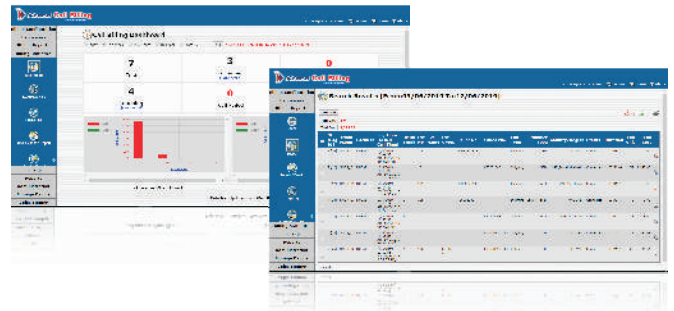
- Multilingual user interface (supports Arabic)
- IVR and Automatic Call Distribution (ACD)
- Auto-dialing and DND management
- Popup window for client information
- Custom field creation and updation
- Supports Predictive, Preview, Push dialing
- Average handling times, occupancy, service history
- Real-time agent status with live monitoring
- Call routing, queuing and auto-callback
- Proportional routing of incoming calls
- Integration with existing CRM applications
- Supports agent login via mobile
- Live snooping, barging and whispering
- No PBX required

Outbound Dialer (OBD), an Effective Telemarketing Tool also available.

Xtend Call Billing System

Helps to Monitor, Analyse & Control Telecom Costs

- Supports all major brands of PBX
- Full-fledged detailed call reports
- Live dashboard with real-time graphical charts
- Total expense reports with consumption analysis
- View extensions handling maximum calls
- Auto-emailing of reports via email
- Extension management with export to Excel/PDF/CSV
- Automatic extension creation and grouping
- Facility to mark off-peak week days/holidays
- Account code based detailed reports
- Integrated with free single line call recorder
- Centralised call billing management and reporting (optional)



IVR Toolkit

An Automation Tool For Web & CRM Developers

- Built-in scripting language
- Comprehensive database support (SQL Server, DB2, Oracle, Sybase, Access and other standard databases via ADO and ODBC)
- Scalability and multi-port capability
- Text-to-speech and speech recognition
- Multi-language prompt support
- Supports FAX, call conferencing

Features and images shown here may vary depending on the latest version. The features mentioned may vary depending on the product model and the actual features will be based on the options selected by the client.

Serving all type of industries for more than 23 years



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