



Certificate Number 10314
ISO 9001, ISO 14001



Innovation in Telecom since 1997

Implemented by
100+ Stock Brokers &
used by Clients in
50+ Countries



Xtend Voice Logger For Financial Services & Trading Companies

MADE IN INDIA



Effective Call Recording Solutions For Centralised Operations, Compliance Management & Delivering An Extraordinary Customer Experience

Voice Logging Advantages

- Records complete incoming and outgoing calls
- Centralised management to supervise multiple offices
- Extensive search options to quickly retrieve calls
- Reconciles trade order using call logs
- Support for redundant data storage
- Tamper detection of recorded audio files
- Custom integration with existing IT systems
- Remotely accessible browser interface

Offers Comprehensive Analog/Digital/SIP(VoIP)/Audio/Mobile Phone Recording, Trade Reconciliation, Redundant Storage Capability, Centralised Management & Supervision Options For Superior Service Quality

Xtend Voice Logger

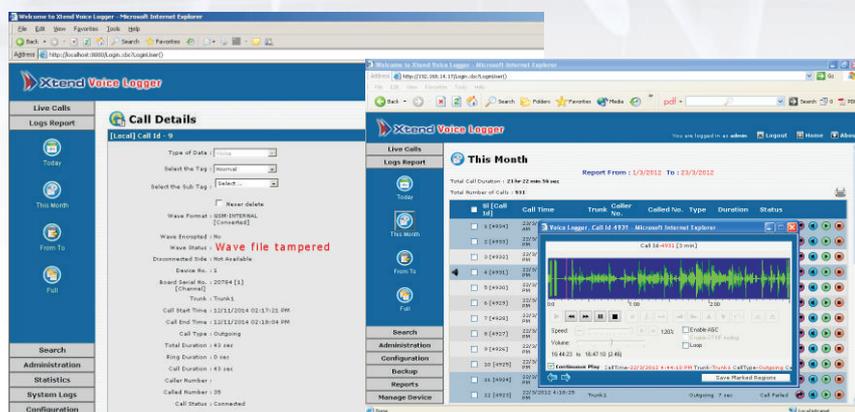
Xtend Voice Logger provides comprehensive recording of multi-channel phone-based interactions, archiving capabilities and auditing options for all type of trading environments.

The advanced call recording system enables the compliance department to have proper control over the business happening day by day and the stock broker can maintain the audio proof of every trade order executed over phone. Recording of telephone conversations helps the

stock broker to maintain the audit trails for future reference and this can be used to resolve disputes smoothly.

Using voice logging technology, trading firms can provide the customer with an amicable environment where proper compliance management and dispute resolution can be assured. Implement to get relieved of all the concerns associated with routine processing and attain maximum operational efficiency in your organisation with the use of Xtend Voice Logger.

Store audio recordings for over 5 years to keep evidence and for assuring continuous compliance.



Our innovative call recorder is capable of recording Analog, Digital, VoIP, Wireless and Mobile calls happening in an organisation. The feature-rich call recording solution comes along with a wide variety of options for small, medium and large trading firms to effectively monitor trade calls, centrally store audio data and settle disputes smoothly in accordance with regulations.

Useful Features and Advantages For Stock Markets

Audio Logs of All Communications

Xtend Voice Logger records the complete audio as well as call parameters from landline, extensions, soft phones, mobiles etc., and shows the details through the feature-rich browser interface. Using the ActiveX audio player, an authorised official can listen to the recorded audio and analyse interactions to get an overview of activities over phone.

Centralised Management

Centralised software installed at Head Office (HO) can connect, monitor and store call data from multiple offices. Every call can be administered and complete details can be fetched from branch office for call analysis on regular basis. Full-fledged branch reports with caller/called id, date, time, duration, call status and audio recordings are available to centrally manage, evaluate and control remote locations.

Extensive Search and Audio Data Merging

Search calls using multiple parameters, for example, caller/called number, date, time, comment and many other options to quickly and easily retrieve the required call

information. Critical calls can be combined and saved as a separate file for future reference.

Trade Matching and Reconciliation

Allows to match the trade order placed over phone using an organised reconciliation platform, it incorporates essential options to verify the placed orders, reconcile and carry out the trade settlement. Different reconciliation phases provided in the Xtend Voice Logger helps to maintain the trade accounts with reduced error and minimises the operational risk to a large extent.

Tamper Detection and Protection

Automatically detects and notifies any editing/modifications in the audio content. To improve security, audio file can be saved in an encrypted format to prevent unauthorised access.

Redundant Storage Capability

Prevents audio logs from being lost due to any uncertainties through redundant recording, thus assuring availability of recorded data at any time.

Supports CRM Integration

Xtend Voice Logger seamlessly integrates with the third-party applications, such as CRM and the recorded call details can be provided to the Supervisor for evaluation purpose.

Inbound Screen Popup

For inbound calls, receive popup alerts on your PC. Add

customer details in real-time and save information in the phonebook to quickly identify the caller next time to provide a personalised experience.

Long Archival Capability

Recorded calls can be stored for a long period (more than 5 years) as an evidence of each order placed by the client over phone and can be henceforth used to resolve any dispute that occurs over the placed order.

Stock Broker's Benefits

Smoothly Resolve Disputes

Recording of phone conversation ensure a voice log which can be kept as a record of each trade order finalised over phone, this audio proof is useful in resolving customer disputes in a transparent manner.

Centralised Screening System

Monitoring the trade happening in the branch offices from the HO helps in better supervision and proper control. Central management helps to minimise the operational risk and improve the productivity in the branches.

Trade Matching and Reconciliation Module

Recorded trade calls can be retrieved using unique Customer ID and thus all the trade details including the trade audio waves can be extracted at any time to verify the accuracy of transaction. This helps to reduce errors, resolve disputes in a cordial manner and enhance operations.

Assure Organisational Compliance

Since customer support personnel of the trading firm are aware of the call recording process, they will be careful to adhere to company policy, regulations and etiquette when on phone.

Detect Unauthorised Trades

Recorded trade calls are stored securely to prevent unauthorised editing/modification of the audio logs. The product comes along with a dynamic tamper detection feature that notifies any alteration of audio file through the browser interface.

Enhance Service Quality

Supervisors can easily and quickly retrieve, review and evaluate phone calls. Capabilities like complete interaction recording, call monitoring, audit trails and more, assure that orders can be completely matched to ensure perfect service quality and compliance.



Innovative Range Of Solutions

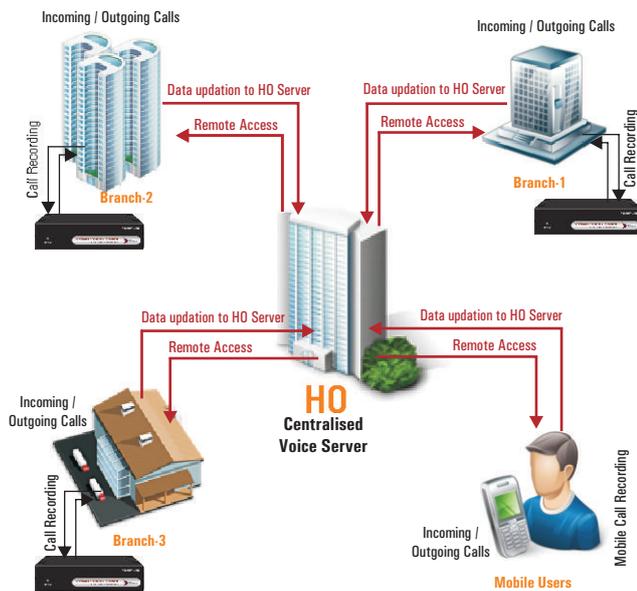
- **Analog**
Records 1/2/4/8/12/16../256+ Ports
- **Digital Trunk**
Records ISDN PRI and R2 (E1/T1)
- **Digital Extension**
High Density PCI/PCle-based Recording
- **VoIP Lines**
Supports H.323, SIP, IAX2, Proprietary Protocols
- **Standalone Voice Logger**
1U/2U/4U Dedicated, Rack-mountable Voice Logging Server
- **Audio Lines**
Records PA, Wireless System etc.
- **Mobile Logger**
Supports Call/SMS/Location Logging and Monitoring

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An Essential & Perfect Call Recording Solution for all Share Traders, Stock Brokerages, Mutual Funds, Banking & other Financial Sectors.

Centralised Management & Scalable Architecture

Xtend Voice Logger allows cost-effective management of multiple offices from a central location. Through central administration, reporting, playback and auditing, an organisation can efficiently manage remote locations, assure compliance and enhance the quality of service.



Key capabilities include:

- Automatic backup of data at branches
- Data update to HO server at scheduled time
- Automatic restoration of data at HO on scheduled time
- Stores recorded call data in branch as well as in HO
- Real-time monitoring of Voice Loggers from HO
- Comprehensive and location-wise call log search options
- Shows voice log update details from branch to HO
- Instant client popups and alerts for call monitoring
- Phonebook for quick search and live update at branches

With our expertise and core R&D strengths in Computer Telephony Integration (CTI) we are capable to meet all types of call recording challenges of a trading organisation. We provide excellent technical support that adopts a proactive approach to resolve all issues. Our customers belong to multiple verticals, which include defence, government, financial, healthcare, hospitality, business, retail and IT.

Implement The Field Proven & Trusted Xtend Voice Logging Solutions To Rapidly Address Compliance Requirements

Other Innovative Products

- Call Billing System
- Call Center Solutions
- IVR Toolkit
- Outbound Dialer
- Mobile Logging Application



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