



Voice Security Recorder

A Complete Solution for Call Recording, Documentation and Agent Evaluation

NEC's Voice Security Recorder (VSR) provides a total solution for call recording, documentation and agent evaluation. As a part of NEC's UNIVERGE®360 approach, it enables greater productivity through the convergence of communications and business processes. VSR offers a way to improve a company's level of service and increase Return on Investment (ROI) through the information it provides.

The Voice Security Recorder is comprised of:

- The VSR Unit
- The 4-Port Digital Call Logging Unit
- VSR Manager software
- VSR Reporter Pro software

Together, these components offer a comprehensive call recording and agent evaluation package for businesses both large and small.

At a Glance

- Call recording solution for businesses of any size
- Plug-and-play call recording, storage and management
- Monitoring for four digital and analog connections
- Quick, simple archive access
- Top-level supervisor monitoring, reporting and agent grading
- Compatible with the latest NEC communications servers

As an added benefit, Voice Security Recorder integrates with NEC's SonicView IP Recording to capture information from both TDM and IP transport technologies since most businesses are neither pure TDM nor pure IP. This produces a single, comprehensive storage, reporting and management system for all recorded calls.

VSR Unit

The VSR Unit is a USB device that enables TDM UNIVERGE DT300 series, Dterm® Series i, and Electra Elite® IPK telephone users to record, store and manage their calls. It can be used with a 4-Port Digital Recorder and is the ideal solution for both users who occasionally document calls and for businesses that record all telephone conversations due to security concerns.

The VSR may be personalized to automatically record all calls or manually controlled to only record selected conversations. All recordings have superb, full-digital sound quality and are stored on the local PC or network server rather than the telephone system. The VSR is a plug-and-play solution that connects to the PC through a USB port, and requires no additional power source or wiring to function. Each unit ships with application software that allows a user to select features and options using convenient graphical tabs.

4-Port Digital Call Logging Unit

The 4-Port Digital Call Logging unit, a stackable four-extension connector, is used to monitor any combination of digital or analog extensions on a server. It provides flexible, easily installed network call storage and audio balancing on a per-port basis. Up to four digital extensions can be connected, and multiple units can be used on one PC. The 4-Port Digital Call Logging unit also provides a variety of settings and options to help deliver the results you need.

VSR Manager

VSR Manager provides quick, easy access to important calls. It enables users to manage calls and works with recordings wherever they are on the network. This software can manipulate large recordings and provides tools to simplify shortcut creation and archived call access, such as:

- Speed search
- One-touch email/file conversion
- Archived call trees
- Explorer trees

These feature-rich productivity tools are presented in a familiar, ergonomic, easy-to-use Microsoft® Office-style interface.

VSR Reporter Pro

VSR Reporter Pro provides:

- Top-level supervisor monitoring
- Advanced search and playback features
- Call scoring
- Powerful call report interfaces with graphics
- The ability to share call scoring forms and reports over a network

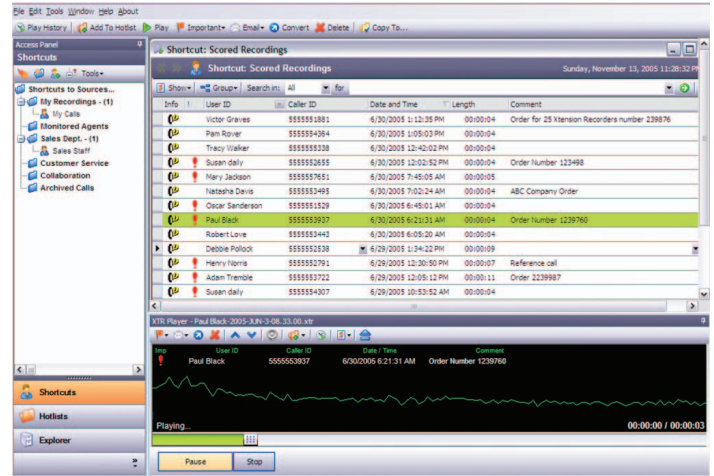
Customizable call sharing forms use sophisticated weighting criteria to ensure that emphasis is placed on the areas most critical to your business. These forms enable supervisors to grade an agent's performance by simply selecting the call scoring play mode to grade each call segment while listening to the actual recording.

The grading module helps supervisors set key parameters for agent performance, then it grades and reports against them. Calls are graded and can be combined to measure an agent's performance over time in comparison to others in the group. Measurements and comparisons are presented in simple, easy to read graphs and charts.

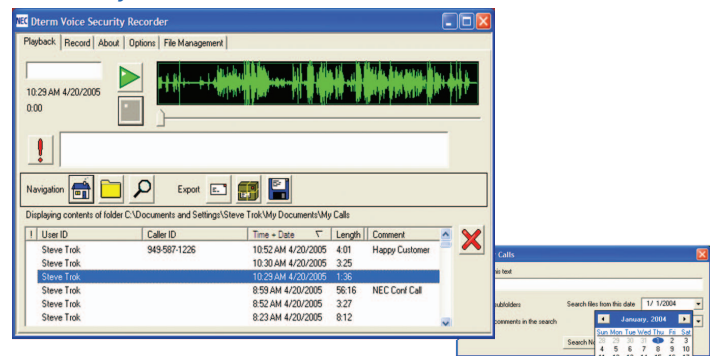
UNIVERGE360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by unifying infrastructure, communications and business.



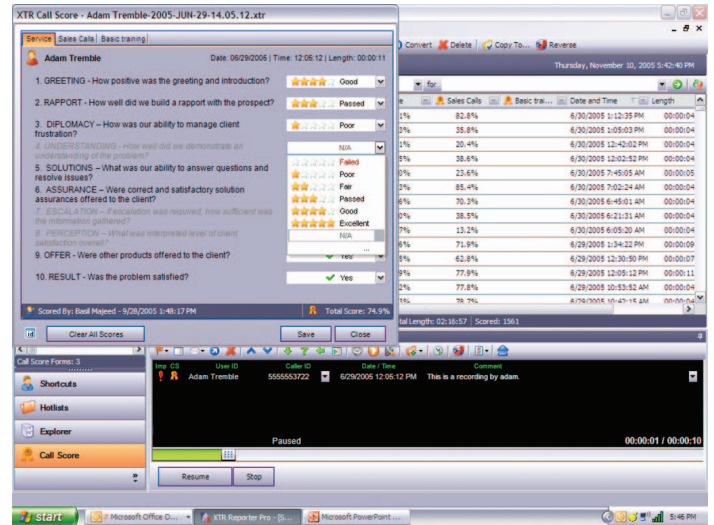
VSR Manager



VSR Playback Tab



VSR Reporter Pro



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