



**CORDIC**

**FACT SHEET**

# Voice Recording

Take control of your call handling and quickly resolve disputes with our powerful voice recording feature - fully integrated with our Despatching system.

- ✓ **High quality direct digital recording saved straight to your hard drive**
- ✓ **Record incoming and outgoing calls, discreetly and without intrusion**
- ✓ **Store recordings for as long as you want**
- ✓ **Access any recording instantly**
- ✓ **Tag important conversations with comments**
- ✓ **List conversations by job, driver, customer, operator or comment**
- ✓ **Simple one-click replay of conversations**
- ✓ **Compatible with most telephone systems and handsets**
- ✓ **Playback recordings during voice calls**



Voice Recording Unit

# Voice Recording

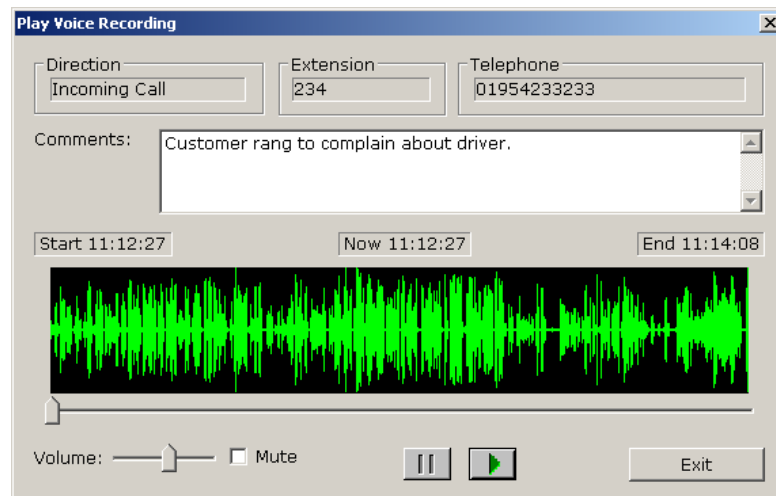
Time/Date	Job #	Driver	Operator	Description	Comments
11:12:27 15/09/2005			234	Incoming call from 01954233233 to ext 234, duration 4.57	Customer rang to complain ab...
15:13:23 14/09/2005	14	Mark	System(Progress)	Job completed (Approx Paid Mileage = 27.30, Dead Mileage = 1.4	
15:12:54 14/09/2005	14	Mark	System(Progress)	POB	
15:12:51 14/09/2005	14	Mark	System(Progress)	Arrived	
15:12:34 14/09/2005		Mark	234	Outgoing call from ext 234 to 07917066025, duration 1:37	
15:12:22 14/09/2005	14	Mark	System (PAJ)	Job accepted by driver	
15:12:18 14/09/2005	14	Mark	System (PAJ)	Job offered to driver	
15:12:18 14/09/2005	14		System (PAJ)	Job will be fired at 15:12 Wed 14/09/2005	
15:12:17 14/09/2005	14		System(Queue)	Job removed from queue Walton because it was modified	
15:12:16 14/09/2005	14	Mark	SUE	Changed Job from Queued - now allocated to Driver: Mark.	
15:12:03 14/09/2005	14		System(Queue)	Job added to queue Walton with 0 Priority Points	
15:12:02 14/09/2005	14		SUE	Job Booked (Pickup time 15:12 Wed 14/09/2005) as Return Trip f	
15:12:00 14/09/2005			234	Incoming call from 01954233233 to ext 234, duration 1.41	

Voice recording is combined with the logging built into the despatch system.

Privilege controlled - only authorised Users can view or play back the recordings.

Preserves evidence 24 x 7.

An essential tool for managing your Customer relations.



Records digital quality sound directly from your telephone system to your computer system with no tapes, CDs, taps or microphones.

Small, unobtrusive voice recording unit - the size of a packet of cigarettes.

Advanced digital compression enables a 30 GB hard drive to store over 6 months of continuous speech.