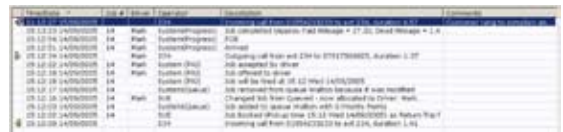


Voice Recording Record, Store and Access All Conversations

Voice Recording with Maximum Control

Take control of all your call handling and quickly resolve any disputes that may arise. With Cordic's Voice Recording unit, you can record all incoming and outgoing telephone calls at your call centre. Cordic's Voice Recording module is fully integrated with our cPAQ Taxi Despatch System.



Find relevant voice recordings quickly

Easy access

- All recordings are time-stamped and linked to a job or an operator
- At the click of a button you can listen to any recording linked to a job, operator or specific time period

Cordic's Voice Recording system discreetly records incoming and outgoing calls without intrusion. It ensures that all details of the calls are kept on file for future reference.



Playback with option to fast forward

Avoid mistakes

- Why not use our voice recording system when training new staff?
Our high quality digital recording is great for verifying booking details and minimising mistakes in those early days
- Double check the details of any job at the click of a mouse

For example: 'Did he say 2am or 2pm?'



Voice Recording

The Best Despatch System





Improve Customer Relations

Use Cordic's Voice Recording system as an integral tool for managing customer relations.

- Resolve disputes instantly by accessing the recording of any call
- You can playback a customer's previous recording while they are on the phone
- You can even save and send the customer a copy of the audio file by email
- Important conversations can be tagged with comments for future reference
- Only authorised users can view or play back the recordings

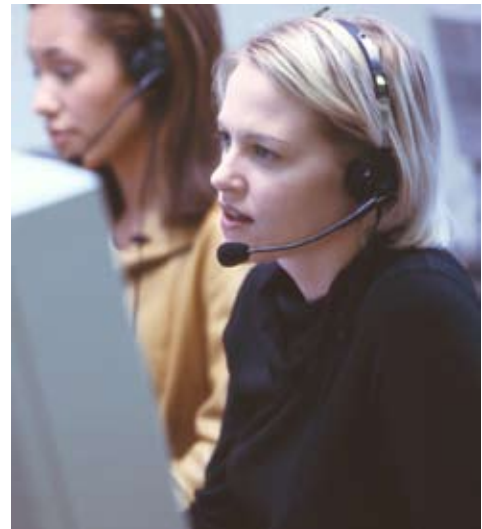
Digital Voice Recording Unit

The digital Voice Recording unit is a small unobtrusive device which will take up minimal space in your office.

- Works seamlessly with cPAQ Despatch System with no disruption to ongoing booking activity
- Cordic's Voice recording works alongside the detailed logging built into the cPAQ Despatch System
- Records digital quality sound straight from your telephone system directly onto the workstation's hard-drive with no need for tapes or CD's
- Advanced digital compression enables a 60GB hard-drive to store over one year of continuous speech
- Recordings can be played back from any of the workstations in your office



Keep your customers happy



Resolve disputes quickly

Voice Recording



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