

***Integrated
Call Recording
for Meridian 1***

iDVR

Increase Quality, Efficiency & Profit Decrease Liability & Security Concerns

TelStrat's Call Recording Solution for Meridian users:

The TelStrat Integrated Digital Voice Recorder, **iDVR**, extends your reach and control over your business applications, increasing productivity and revenue.

iDVR

Immediate results in:

- Transaction Verification
- Liability Protection
- Order Confirmation
- Security



Transaction Verification

Caller: “You didn’t print what I told you to print in my ad so I’m not paying you.”

iDVR user: “Well remember that we recorded the conversation? So why don’t we play it back and review it together?”

Liability Protection

Caller: “No one notified me that my insurance had been cancelled.”

iDVR user: “Well we do have a record of our conversation on Monday, May 24. Let me play it for you.”

Order Confirmation

Caller: “I didn’t order roses for \$89.99. I ordered the tulips for \$29.99 that were advertised in your special.”

iDVR user: “Our record of the conversation when you placed your order specifies roses. In fact it specifies yellow roses. I’d be happy to play the conversation for you if you’d like.”

Security

iDVR user: “What was it about the call that caused you to feel threatened?”

Caller: “I’m not sure. I can’t remember exactly what he said.”

iDVR user: “Let me pull up the conversation and listen to what was specifically said.”

The Recording Power That Builds Your Business Applications

Drive new and better business applications. Protect your corporation while increasing efficiency and profit.

Quality Monitoring & Call Logging

iDVR is the key to signature customer service, employee training, increased productivity and morale, and it makes it easy and quick for managers to audit staff as well. iDVR removes any second guessing regarding vital conversations and minute details because it permits automatic recording, partial recording or complete conversation recording for all critical customer interface stations.

Simultaneous Conversation Recording

From Meridian digital phones connected directly to the Meridian 1 PBX or globally networked through Nortel Networks' Remote Office 9150, Remote Office 9110/9115 IP solutions, Carrier Remote, Mini Carrier Remote or fiber remote solutions.

On-Demand & Automatic Recording

Allows you to select specific conversations to record spontaneously, or record conversations based on pre-set criteria.

Fully Integrated Means No Hidden Costs & Fewer Points of Failure

iDVR boasts fewer points of failure than our competitors because everything is fully integrated with your Meridian 1, while our competition actually line taps or trunk taps each individual line. iDVR requires no computer-telephony interfaces (CTI), trunk taps, digital phone adapters or other recording equipment. That means no additional costs for a truly integrated conversation recording system that puts call recording literally at your fingertips for a few hundred dollars per port.

“iDVR is stable and provides a very reliable call recording methodology. It’s applicable across many aspects of business from emergency management and services through administrative uses. It’s a good, broad spectrum product.”

*Pat Norton
IS Manager
Adams County, IN*



*For more information email us at: iDVR@telstrat.com or call us at: 972.543.3500
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About TelStrat

TelStrat's mission is to extend the reach and functionality of communication networks with solutions that add value for our customers, employees and stakeholders, while creating an environment in which integrity, innovation and quality form our foundation for continued growth.

The iDVR call recorder is one of a broad range of TelStrat business solutions encompassing remote access products, fiber optics and our multi-switch digital loop carrier portfolio. TelStrat also develops, manufactures and supports an extensive range of products for Nortel Networks, including the Remote Product Portfolio for its Meridian 1 Enterprise group.

Telstrat's commitment to extending the reach and functionality of your communications network is bolstered by one of the strongest customer care programs in the industry. We deliver unparalleled support for product sales, installation and training. We're focused on long-term success and our ten-year run of profitability bears this out.

Agile and focused, TelStrat is well positioned to quickly accelerate our customers' evolutionary roadmaps while protecting their investments. We understand the value of your business. And we recognize that our success depends upon yours.

