

VS Logger live call monitoring

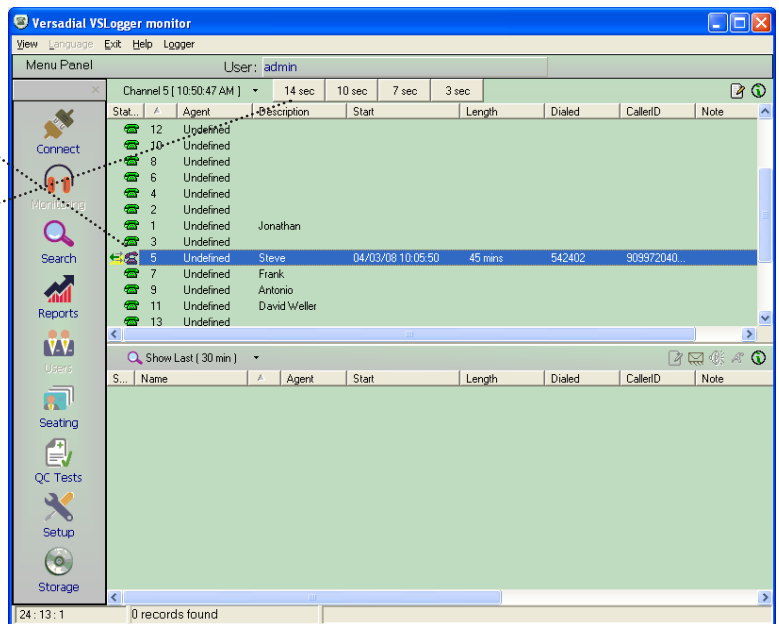
Function: VS Logger lets you listen to live phone, VoIP or radio calls as they are being recorded. In a single click, recent call recordings can be viewed and sorted by agent, Caller ID, call length and more. Click on any live call or recent recording to play it. Grade or add notes to recordings as they play.

- Quickly scan and see which lines have a call in progress
- Listen to calls without disturbing them
- Use instant replay button to rewind a live call up to 14 seconds
- Instantly see all calls within the last few minutes, hours or day.

Uses: Live monitoring lets you keep your finger on the pulse of your call center, or organization. Listen in to important calls to add notes or grade for call quality. Email calls to clients to resolve disputes or to others for training purposes. Let new employees listen in to experienced reps and get invaluable training without disrupting your key performers.

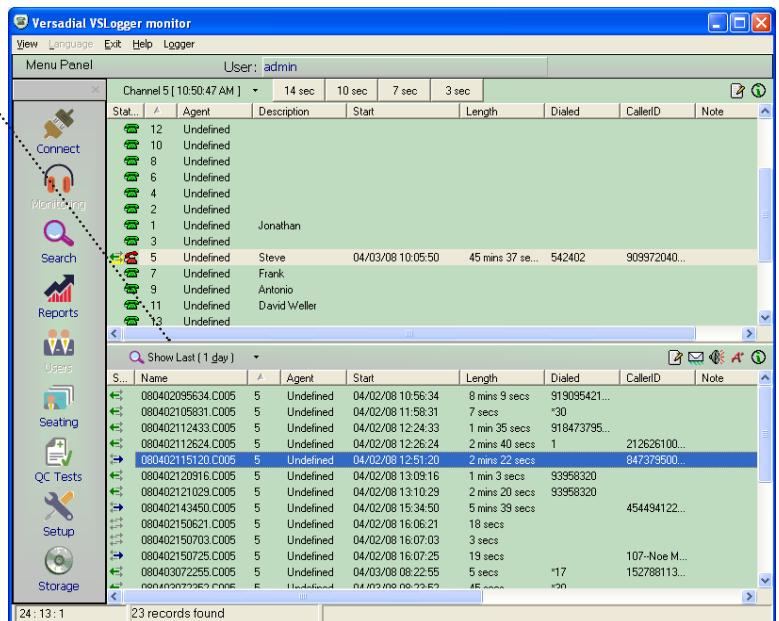
Select a line to monitor

- Easily pick out active lines
- See agent name, caller ID, call length & more
- Instant replay up to the last 14 seconds of a call
- Add text notes to any live call as it is recorded



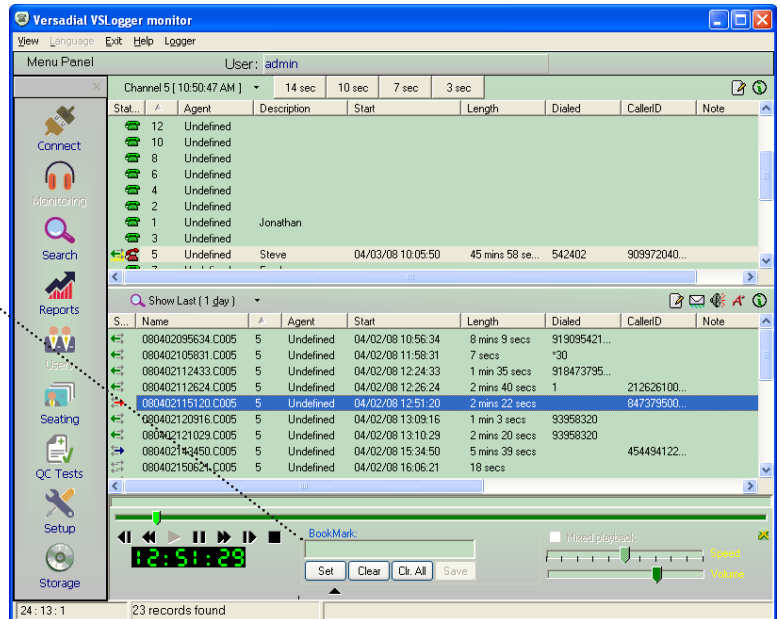
See all recent calls

- See all recordings in the last minutes, hours or day
- See or sort by agent name or extension
- See or sort by caller ID or dialed number
- See or sort by inbound or outbound calls
- See or sort by call length or start
- See or sort by text note
- See or sort by call grade given



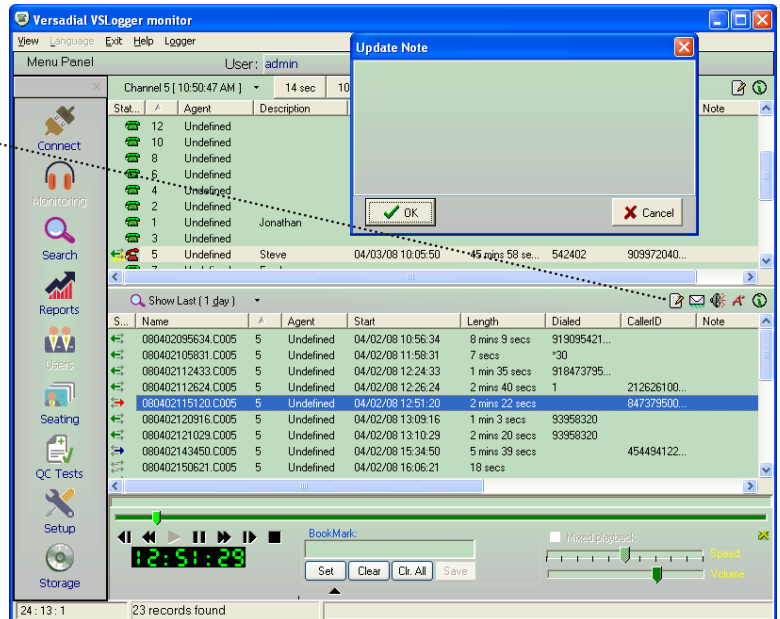
Playback call recordings

- Double click a recent call recording
- The playback window opens at the bottom
- Fast forward, rewind or go to the beginning or end
- Adjust the playback speed
- Adjust the playback volume
- Bookmark and add notes to spots in the recording



Add notes to recordings

- Select a call recording and click the “notes” icon
- The notes window opens as a popup
- Type in order numbers, important details or names
- Later you can search by any text in a note



Grade calls in the same window

- Select a call recording and click the “grade” icon
- Grade calls by preset or custom quality control tests
- Select one of 10 tests to run
- Give each criteria in the test a score
- The total grade is calculated as a percentage
- See or search by grades in the monitoring screen

