

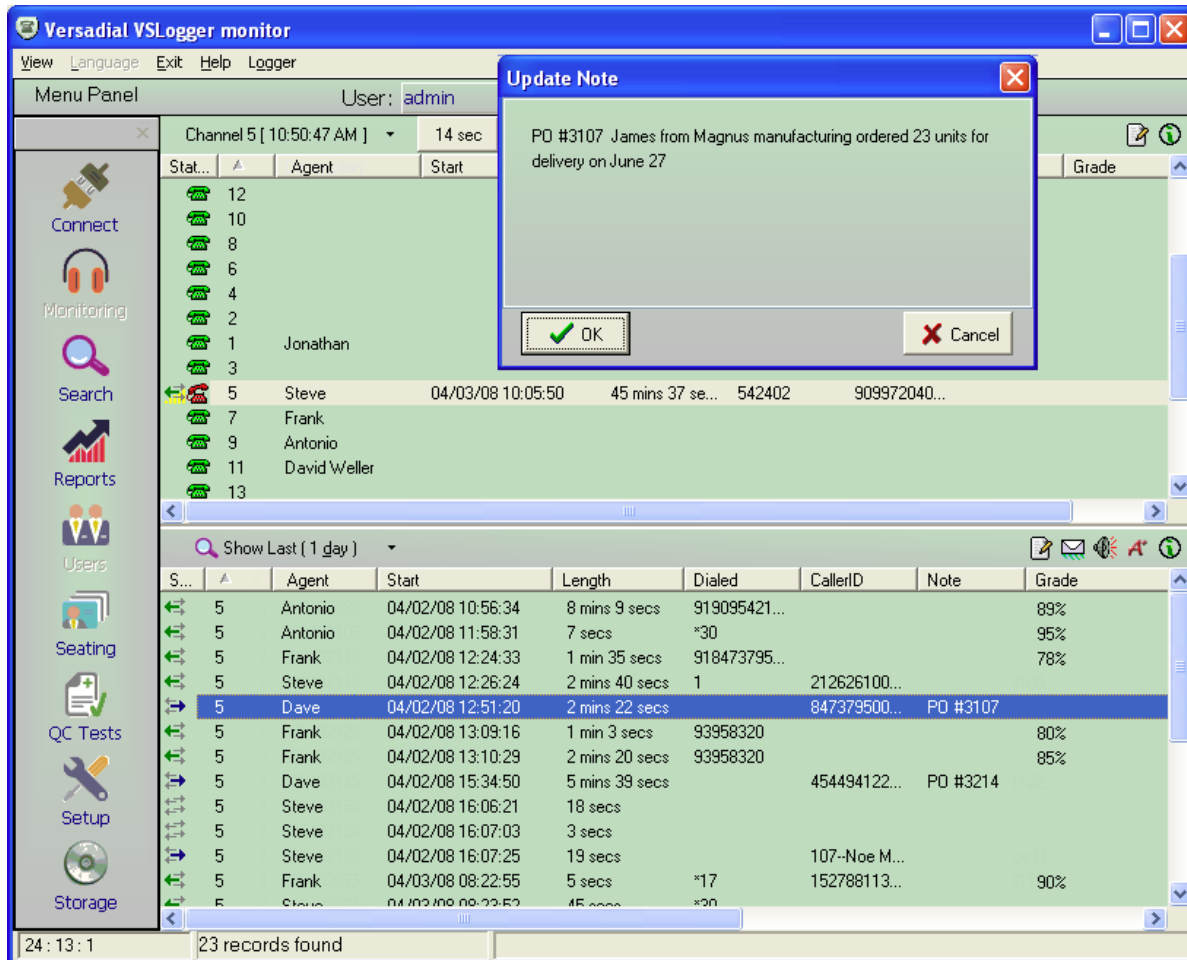
Versadial VSLogger ver. 4.x

MAJOR FEATURE SCREENSHOTS

Resolve customer disputes & protect against lawsuits



1. Resolve customer disputes & protect against lawsuits.
2. Reduce costly data entry errors.
3. Detect & deter security breaches or inappropriate calls.
4. Coach & motivate employees using example recordings.
5. Learn which sales offers & techniques work best.



Easy to use

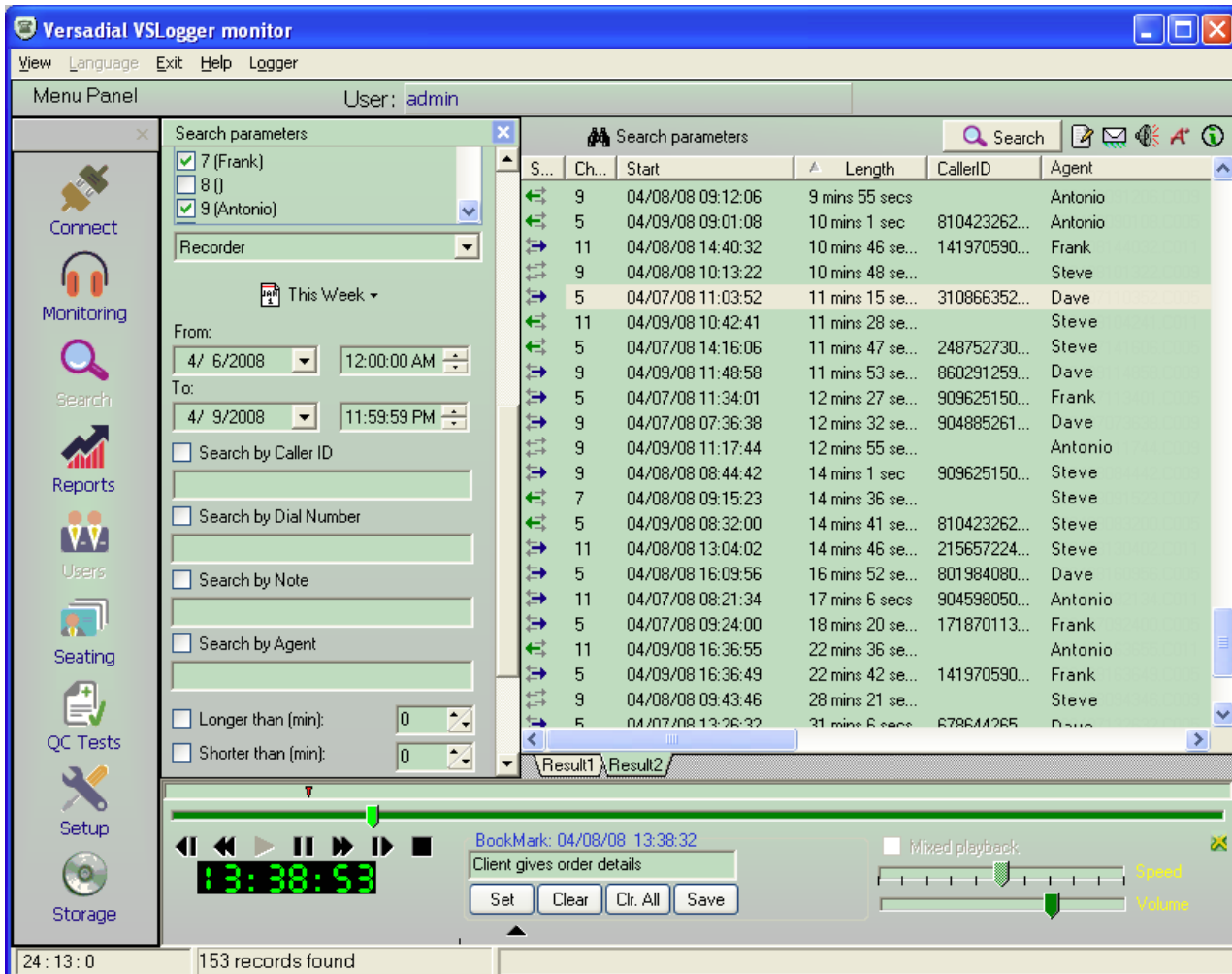
- Install and use on any PC
- Learn how to use VS Logger in a few minutes
- Automatically record any phone, radio or VoIP
- Save thousands over other call recorders

Record and monitor live calls

- Record automatically or start recordings yourself
- Recordings capture caller ID, call length & more
- Instantly replay the last few seconds of a live call
- Add text notes to any call recording

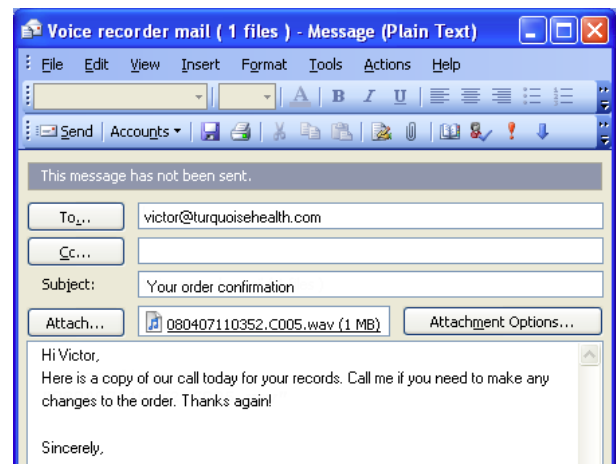


Detect & deter security breaches or inappropriate calls.

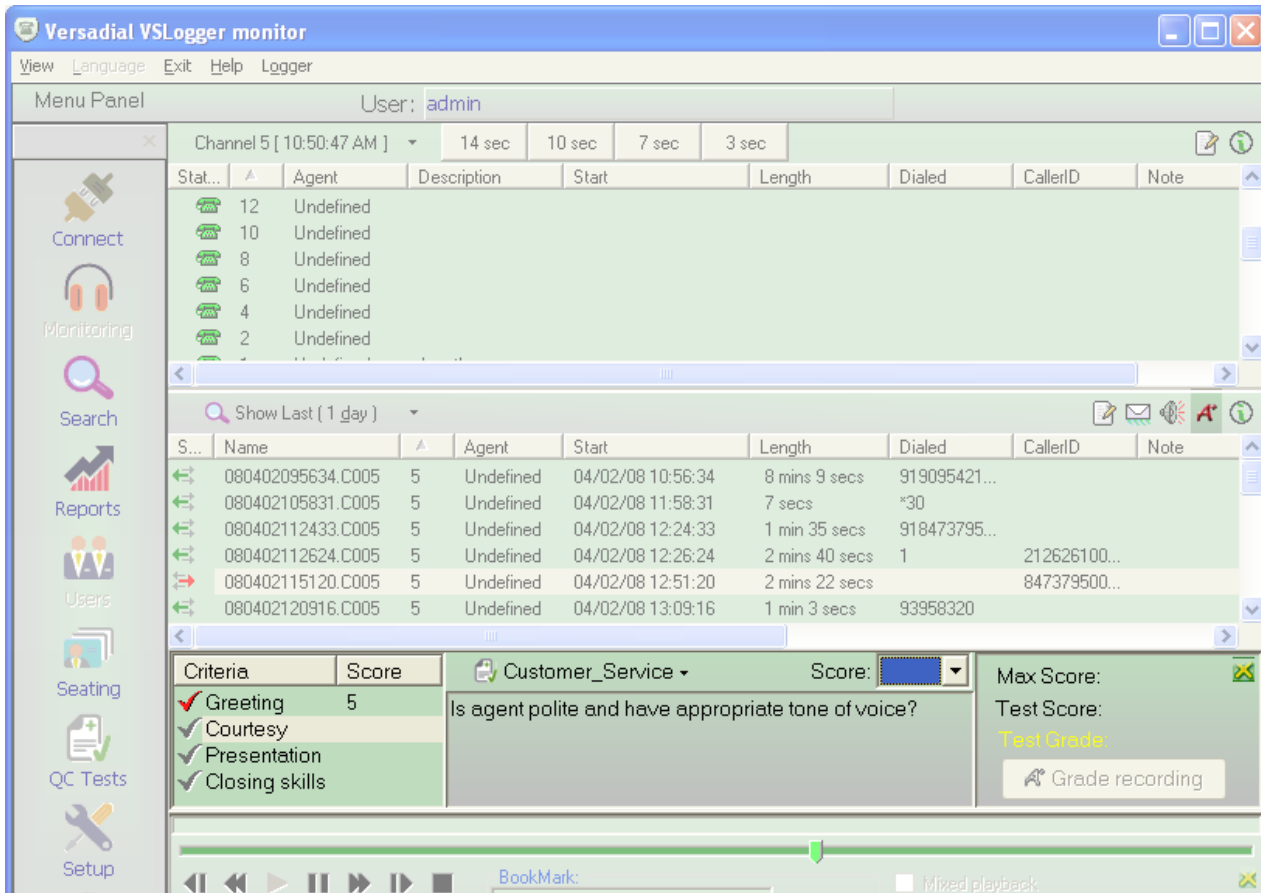


Easily find & share recordings

- See all recent recordings in a single click
- Search all calls from a particular person
- Search by a phone number called
- Sort by inbound or outbound call type
- Sort by the length of the call
- Double click a recording to play it
- Bookmark important spots in a recording
- Adjust playback speed and volume
- Email recordings as WAV files in a click

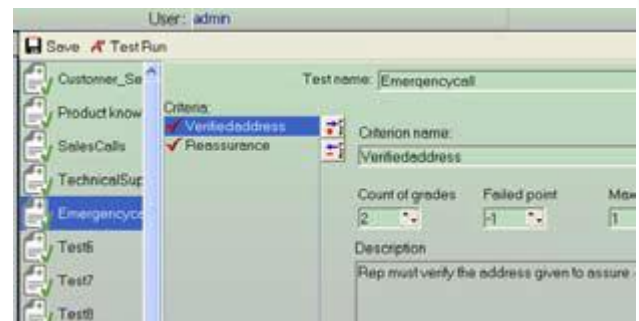


Coach & motivate employees using example recordings.

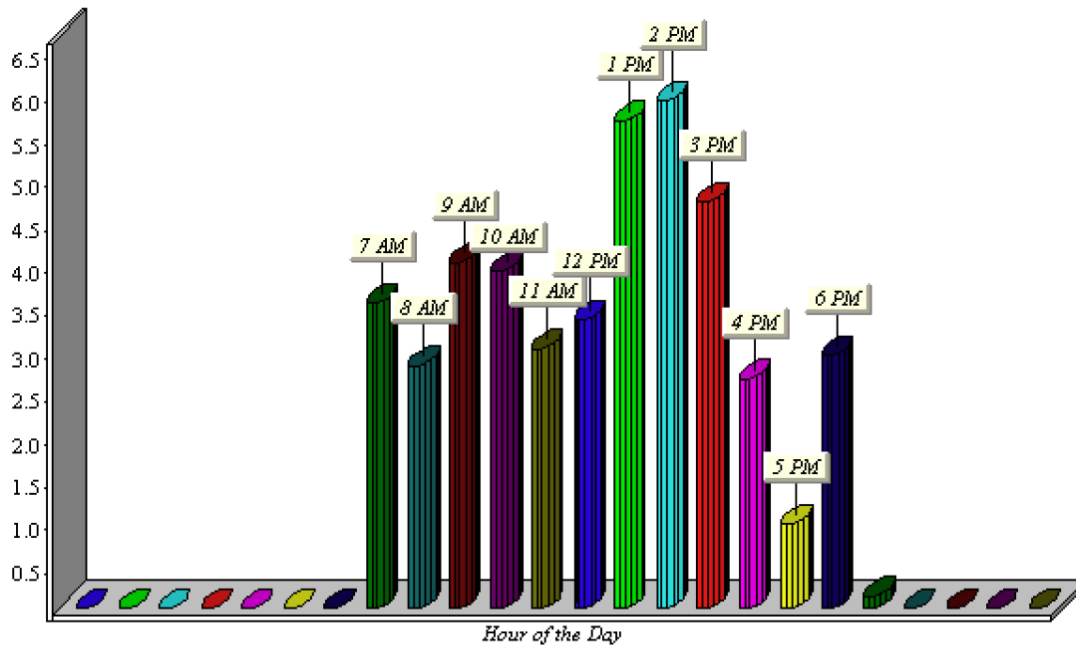


Improve with quality control tests

- Use our preset tests or make your own
- Run up to 10 tests on any one call
- Tests can grade quality, service and more
- Grade in a few clicks while listening to a call
- Pull performance reports for employees
- See company wide performance on key metrics



Average Recording Length (per call)



Reports keep you in the know

- Use one of 9 preset reports or make your own
- Reports can be printed or saved as PDF files
- Customize your report by date range
- Select what agents or phone lines are included
- Display data as numbers or graphs
- Compare data by day or the week or hour of the day
- See call length, dead time, performance and more.

Number of Calls

Report Parameters:

View Parameter: Number of Calls

Selected Agents: John Smith; Receptionist; Susan Williams; Tech Joe;

Details:

John Smith(29); Receptionist(7); Susan Williams(6); Tech Joe(6);

