LOGFINITY Pro

Digital Call Recording and Monitoring System

Boost revenues, reduce costs, and prevent losses.

Improve business service and increase customers' satisfaction.

Achieve maximum reliability and scalability.

TELEFINITY

Computer telephony Solutions

Overview

LogFinity is a digital phone and radio recording system that records, analyzes and evaluates communications. It is a cutting-edge PC based recording solution with an open platform architecture, it is the most robust, reliable, scalable, and affordable recording system in the market, that addresses small-scale to large organizations.

LogFinity enables you to capture telephone and radio conversations for virtually any purpose, whether you are looking to ensure top quality customer service, and mine customer calls for invaluable intelligence, identification/storage of threatening calls, audit trail of verbal commitment, dispute resolution, compliance with regulations, or to protect your company from serious lawsuits. There is no limits to the returns on investment (ROI) you can get from your LogFinity recording investment.

Connectivity

LogFinity supports virtually any telephony environment. Telephony environments supported are:

- Analog Trunks & Extensions.
- Radio Channels.
- Digital Extensions.
- Digital Trunks:
  E1,T1 - ISDN and CAS protocols.
- IP Extensions:
  - SIP
  - H323
  - Cisco-Skinny
  - IPC traders
  - Alcatel-Lucent
  - Siemens
  - Avaya
  - Ericsson
  - Nortel

Key Features

Open Platform

The LogFinity open platform architecture was designed to handle a very high load of calls with a maximum performance, using minimum hardware requirements.

LogFinity platform is built on standard hardware components and operating system providing you with flexibility and easy to use interface.

LogFinity architecture makes it easy to customize and integrate LogFinity with other systems.

LogFinity Software Development Kit (SDK) provides Developers and system integrators with an option to integrate with any information system such as Workflow, ERP, and CRM, to get the benefits of LogFinity's rich features with minimum time and effort.

Scalability

LogFinity runs up to 128 Channels (phone lines) per machine; with no limits of the number of machines that could be used, increasing the capacity up to thousands of channels, making LogFinity extremely scalable, meeting your business needs.

Redundancy

For mission critical systems, when physical redundancy is important, LogFinity Redundancy is your optimal solution, as it achieves maximum reliability using (1+1) hot standby technique.

LogFinity Redundancy provides calls recording synchronization during and after emergency cases, allowing an access to the system through a single location.

Calls Verification

To be confident that every call has been recorded, Calls Verification module confirms that every call has been recoded and stored with its information.

Encryption

Enterprises need to secure their recordings, store, and safeguard them in a safe place, so recordings won't leak out of the hands of authorized personnel. LogFinity Encryption feature allows you to achieve maximum security and confidentiality of your conversation recordings, by encrypting each recoded call, so it will only be played by authorized users.

Tags & Notes

Tagging calls elevates the identification and analysis of your calls to a higher level, where you can sort, reference, and search calls related to certain tags such as: New customer, bomb threat calls, new offer, and service cancellation.

Adding notes to calls allows you quickly and easily to search and retrieve information about the whole call, without the need to listen to it. Also notes gives supervisors the ability to send part of the coaching packages to the agents, to help them boost their performance.

Recording Criteria

LogFinity offers an easy and flexible way to customize your recording mode in a way that matches your needs. It can record all calls or selectively by choosing a certain criteria such as: Call time, Dialed digits, Caller ID, Extension, Call type, Agent ID, and Channel.

Affordability

The most cost effective Calls recording system in the market, built to satisfy the budgetary needs of small to medium size organizations as well as big ones.

Feature richness

LogFinity is packed with enhanced easy-to-use features beyond just simple recording

Boost revenue

By mining into customers' mined, where you can capture market intelligence on perceptions, needs, and preferences of customers.

Live Monitoring   LogFinity provides real-time monitoring of calls and channel status. For immediate evaluation and assessment of the agent's performance, calls can be monitored remotely while the conversation is taking place.

Screen Capture   To get full overview of agent's interaction during the call, LogFinity Screen Capture ensures that and more, by recording the agent's screen activities. It enhances the benefits of using the recording system by synchronizing both Desktop activities and call conversation with one easy to use system that will makes agents evaluation and analysis more accurate and powerful.

IP Enabled   If your organization is thinking about moving to the VoIP path or already uses VoIP, you do not need to worry, because LogFinity can already handle VoIP. It is fully integrated with most IP PBXs and protocols, such as SIP, H323, Cisco Skinny, Alcatel-Lucent, Siemens, Avaya, IPC, Ericsson and Nortel.

Compression   LogFinity Compression increases system storage capacity at the same time as it achieves a high quality of recoded conversations. LogFinity uses the excellent MP3 format that gives you up to 219 hours of storage per 1 GB.

Alarms   To make sure the system including software and the hardware is running smoothly, LogFinity has the ability to send full detailed Alarms and notifications to the proper user via email, SMS, or by using external hardware alarm system, so he can be notified instantly about any issue within the system. Alarms removes the burden of manual system monitoring and scanning thus freeing IT administration resources for other duties.

Users' Right & Administration   Multi privileges can be given to users and to groups to access and configure the system.
You can set recording, playback, administration rights according to your enterprise's preferences and unique needs. For example, supervisors can use Quality Management suite to monitor and listen to calls live, evaluate agents, and provide coaching packages to them, while the marketing manager can use the system, only to listen to tagged calls by, for example with "new offer" tag, allowing them to get a real-time market feedback.

Audit Logs   For a greater security and for a higher level of understanding the usage of your recording system, LogFinity logs all users' activities on the system, where authorized users can view saved information about the users activities such as: Who logged in & out, who listened to a call, and login failure.

PBX Integration   With a powerful integration module, LogFinity makes PBX integration simple by using SMDR ports. So when LogFinity is connected to the trunk line, it can capture additional information from the PBX such as extension number.

Prevent losses
From serious lawsuits, threatening calls, and lost customer data.

Reduce costs
By resolving disputes quickly and preventing miscommunications.

Easy integration
with any information systems such as Workflow, CRM and ERP, so you can get the benefits of LogFinity Pro rich features with minimum time and effort.

ACD/Call Center LogFinity is fully integratable with most ACDs and Call centers, which allows LogFinity to get more advanced call information, that can be accessed from a single system.

User Friendly You do not even need to use the manual, because LogFinity is so intuitive; there will be little, if any, training required to use the system. Users familiar with MS windows can start using LogFinity instantly.

Calls Search LogFinity has a compelling and enhanced search feature where you can view calls with full details using enhanced list view.
Search options include the following criteria:

Date/Time	Channel	Dialed Number
Tag	Note	Call Type
Extension	Caller ID	Duration
Locked calls	Urgent calls	Agent ID

Web Interface With LogFinity web interface, multi privileges can be given to as many users as you want, to access and configure the system with its full features, securely from any where, at any time in the world, through the Internet, or locally over the Intranet.
LogFinity interface uses the latest web 2.0 technologies such as AJAX, which increases the Web page's interactivity, speed, and usability, giving users an experience closer to desktop applications.

Reporting To get a better view and understanding of how well your telephony environment is working, LogFinity delivers a powerful Reporting Feature that gives you a complete reporting and statistics of the activities in the system, such as calls traffic, amount of calls per trunk and extension, calls type, and full details of the recorded calls. Moreover LogFinity supports report exporting into multiple formats such as Microsoft Excel and PDF.
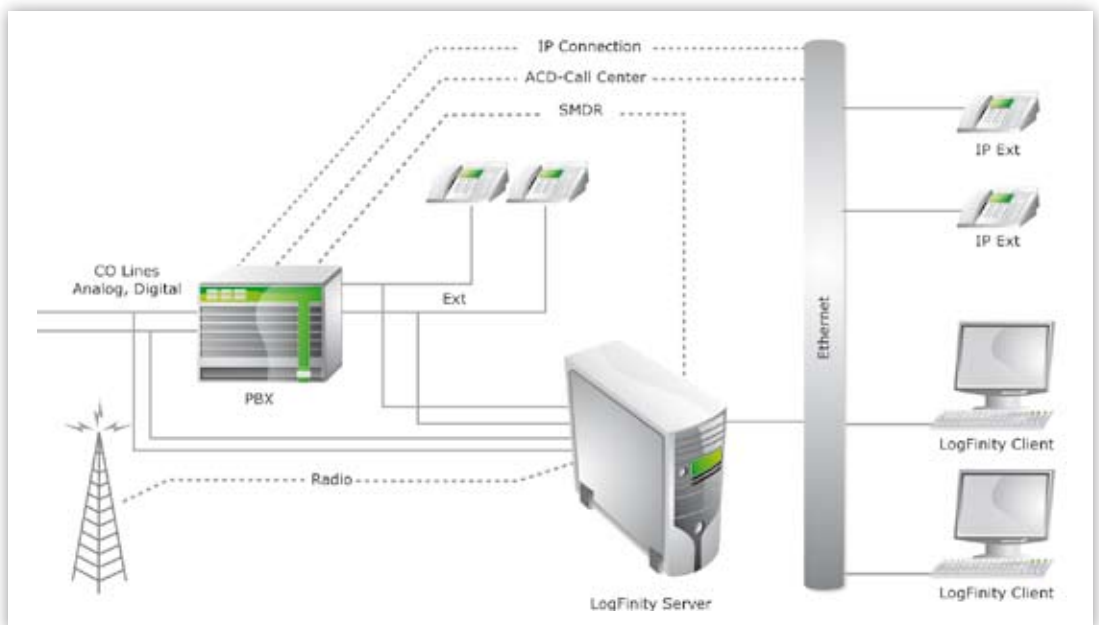
NOW YOU CAN

• Implement a reliable and affordable recording solution for the benefit of your business.

• Be confident that every call has been recorded.

• Encrypt and secure your recordings and safeguard them from unauthorized access.

• Chose your recording mode according to flexible recording criteria.

• Capture customer/caller interactions in traditional (TDM), IP, and mixed telephony environments.

• Have a smooth migration path to VoIP.

• Capture agent's screen activity to get a full overview of agent's interaction during the call.

• Tag interactions for quick spotting, sorting and reference.

• Integrate with ACD, Call Centers, and PBXs to get an advanced call information.

• Access, manage, and configure your recording system through an intuitive web interface.

TELEFINITY
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