ARIA TELECOM SOLUTIONS PVT. LTD.

ARIA USB VOICE LOGGER
(Telephone Voice Recording System)

ABOUT ARIA

Since 2003 Aria Telecom is working hard towards satisfaction of our clients, With our team efforts & our clients support we became **India's No 1 IVR, Voice Logger & in Many more customized telecom solutions company.**

- Aria has team of qualified engineers for R&D & support.
- Aria also has most experienced team of marketing managers with technical background to understand client requirements.
- Aria has presence in most of the metro cities in India. Aria also has clients outside India like Nepal, Bhutan, African & Arab countries.
- We got *Technology Excellence Award – for customized solutions-2017*
- *Technology Excellence Award – Leaders in IVR -2013*
- Global Business & Services Award – Leader in Customized Telecom Solution 2013
- ISO 9001:2015 Certified Company
- Registered with MSME (Micro, Small & Medium Enterprise)
- Registered with NSIC (National Small Industries Corporation of India)
- CMMI Level 3 Company

ARIA PRODUCT PROFILE

Software Applications/solutions

- **Omni-Channel Communication System-**It's Unified communication system that integrates with telephony, CRM, SMS, E-mail, Web Chat, Social Media (Facebook & Twitter), Mobile App, Websites ,API etc.

- Complaint Management System (CRM).

- **IVR Software** (Interactive Voice Response)

- **Aria Namaste! - Live Chat** – it is an unified application, generally used for live monitoring the live conversations in real time.

- **Android Based Contact Centre Solution:** It works with an inbuilt Aria CRM, it enables your Android Phone to act as a call centre device

- **Web Portal** – We also into the designing of websites in an advance manner

- Custom Web and Windows-based application development

- System integration.

- Databases and programming

- Third-party software integration

Hardware Products Range

- **Aria Call Centre Noise Telephone Headsets** - High quality call centre Noise cancelling Telephone Headset

- **TVRS** - Telephone Voice Recording System (Logger)

- **Embedded Voice Logger** - Non PC Based Voice Logger

- **GSM Gateway:** Device to connect GSM/CDMA SIM with your EPABX or Dialer.

- **FXO/FXS Gateway**

- **Parth UCS (Call Centre Suite)-**Inbound outbound complete contact centre solution

- **Parth UCS Conference Bridge**

- **Business Communication System:** multifunctional enterprise gateway that integrates voice service and data service.

- **Parth IP PBX System**

- **GSM FCT:** Fixed Cellular Terminal

- **Aria IP Phone**

WHAT IS USB VOICE LOGGER?

- USB Voice Logger System can record all incoming and outgoing calls from all extensions of EPABX in the computer system. It also works without connecting to EPABX when telephone lines are directly connected to it.

- Not only phone calls but it also gives date-time, talk time, incoming-outgoing numbers, and other information.

- It records all the calls in a high quality voice which can be accessed anytime from the computer.

- Duration of calls recorded depends on the memory space used in the computer system.

CUSTOMER SERVICE RECORDING
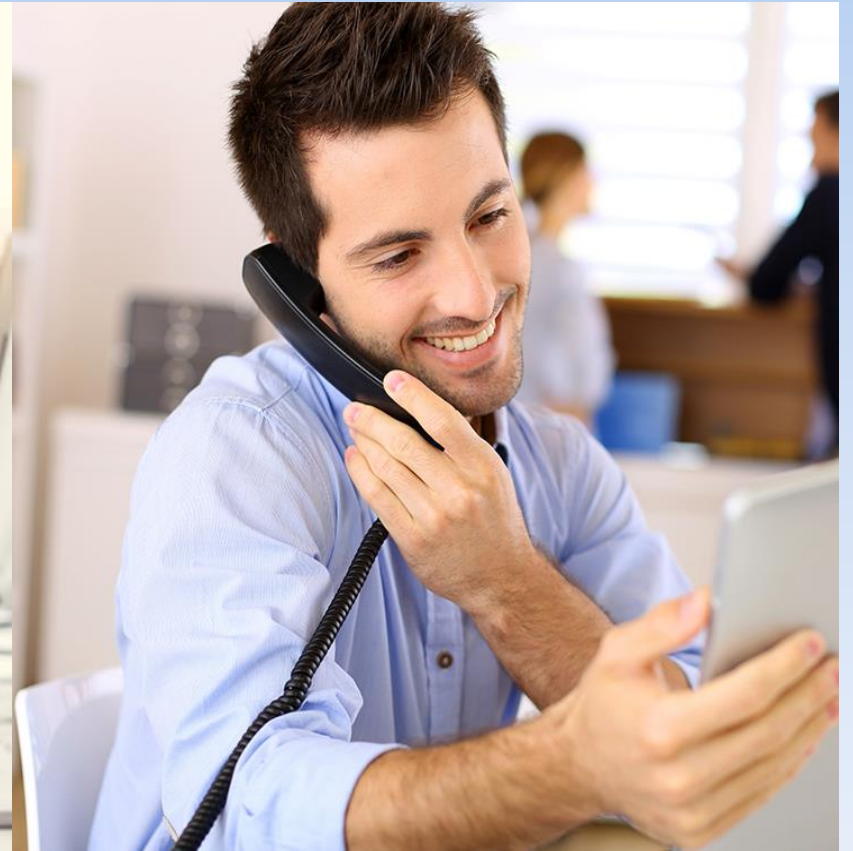
MEASURE YOUR CUSTOMER SERVICE

BENEFITS OF CALL RECORDING

Interaction Monitoring

Customer Satisfaction

Speech Analysis

Quality Assurance

Performance Appraisal

KEY FEATURES OF ARIA USB RECORING DEVICE

- Multi-channel recording
- Recording on audio
- Live Monitoring
- Analog Trunk/ Extensions Recording
- Incoming / Outgoing / Missed Call
- Caller Id (FSK/DTMF) & out going no
- Unlimited recording time(Depend on computer hard disk)
- Call logging with date & Time

- Access with password
- Multi User Password
- Remote Maintenance
- Quick search
- Call Recording On Demand
- Extension wise report
- Search recording by incoming ,outgoing, user name with date & time
- Auto Backup through Network/CD/DVD

Login Page

Access With Password
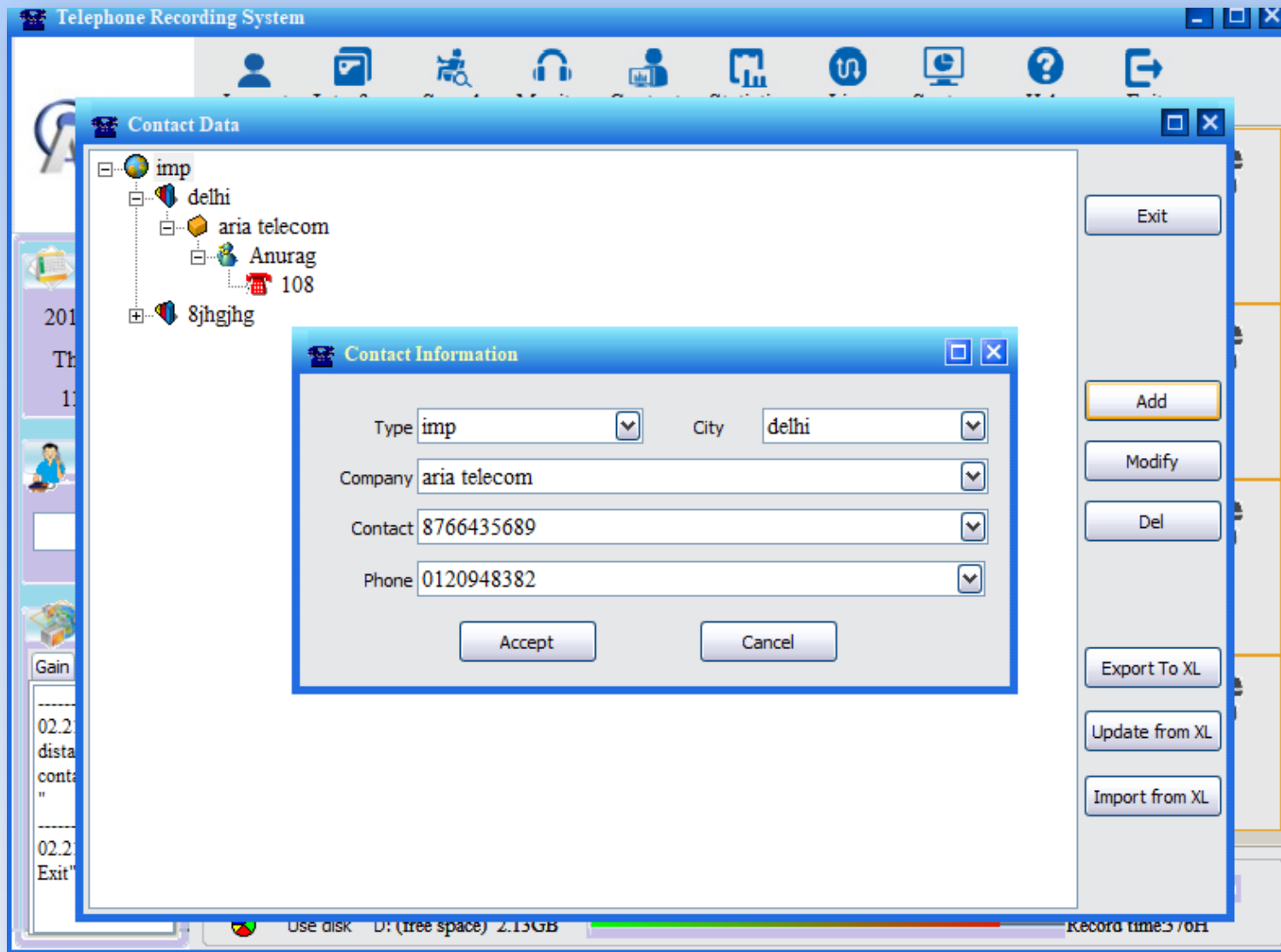
Add, Modify & Delete Contact Data

Import & Export Contact Data to Excel

Update contact data from Excel

Live Monitoring

Advanced Search Option

Records can be search Date wise, Chanel ID wise, Company name wise, contact number wise, call duration wise etc.

MODELS:

AR 5101:
One Port USB Voice Logger

AR 5102:
Two Port USB Voice Logger

AR 5104:
Four Port USB Voice Logger

AR 5108:
Eight Port USB Voice Logger

AR 5016:
Sixteen Port USB Voice Logger

Thank You