Smart
Voice Logger

Bay Talkitec
Innovating Convergence

BTT Smart Voice Logger

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PSTN

PBX

Tapping Interface

- **Trunkside E1/T1**
- **PBX Extensions**
- **IP**

Switch

Sniffer Port

Logging by tapping the Trunk's

Logging by tapping the Extn's (Digital/Analog)

IP Logger

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Configuration

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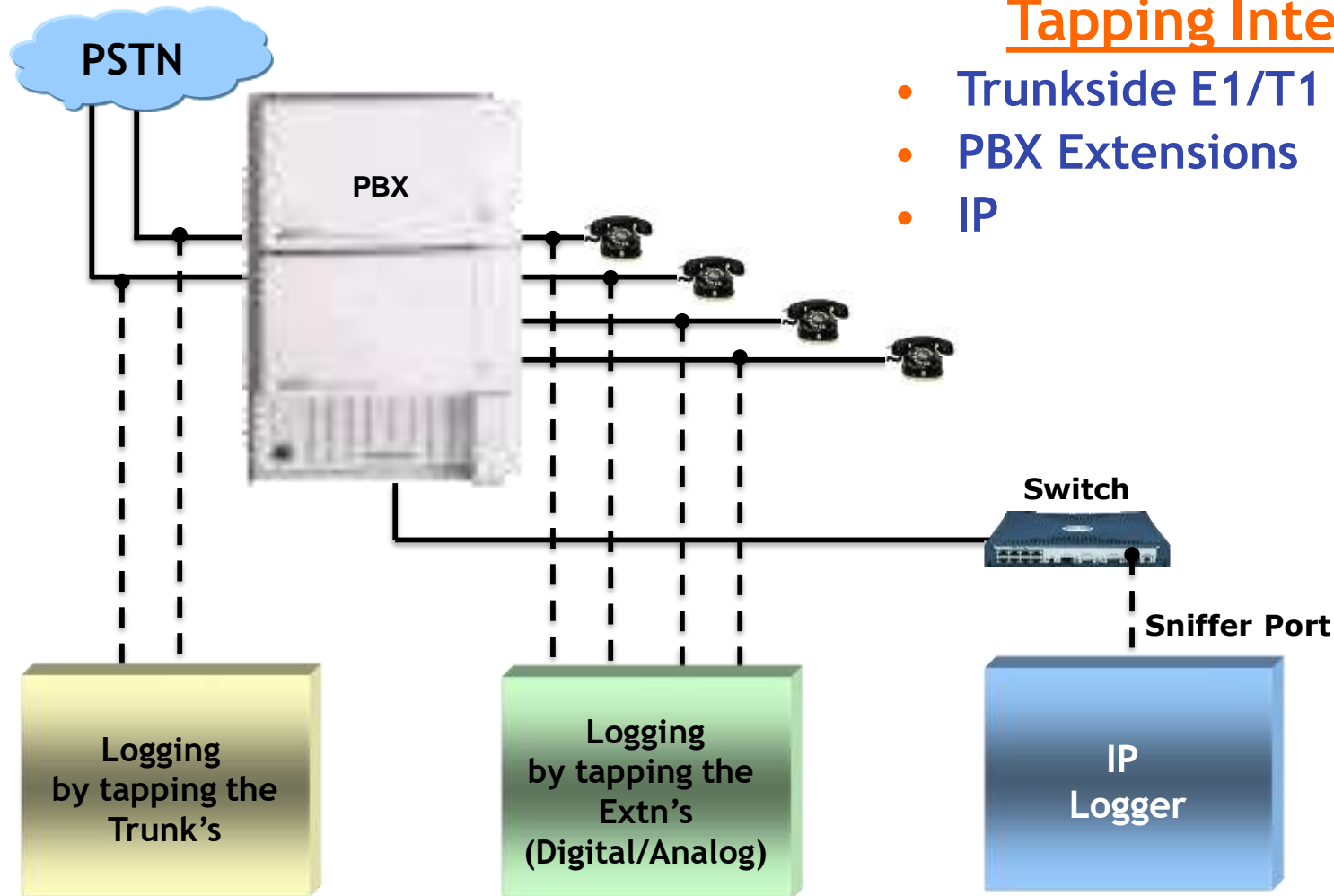
Interface Type	▶ E1 / T1
	▶ **Analog Extension**
	▶ **Digital Extension**
	▶ **IP**

Mode	▶ On / Off Hook
	▶ **Vox**
	▶ **DTMF**

Voice Logger with CTI

PSTN

PBX

CTI Link
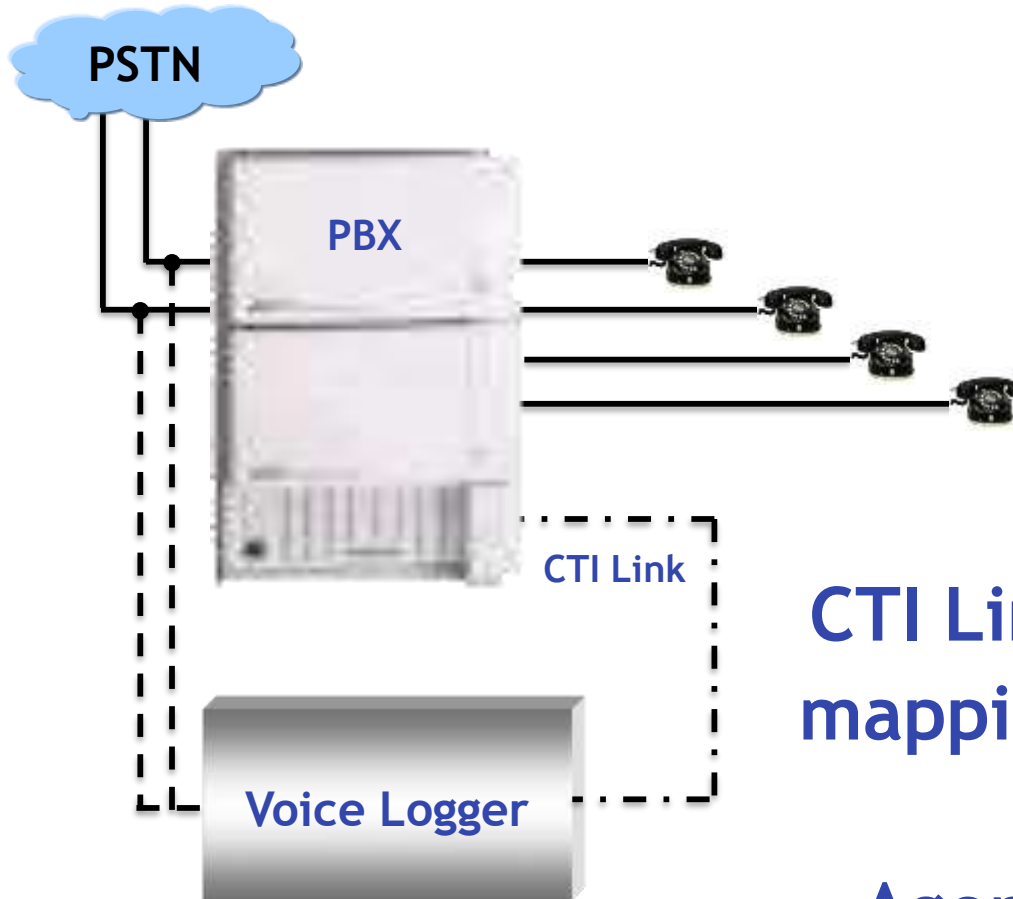
Voice Logger

CTI Link is used for mapping Voice Files With Agent Extension

VOICE LOGGER - IP TAPPING

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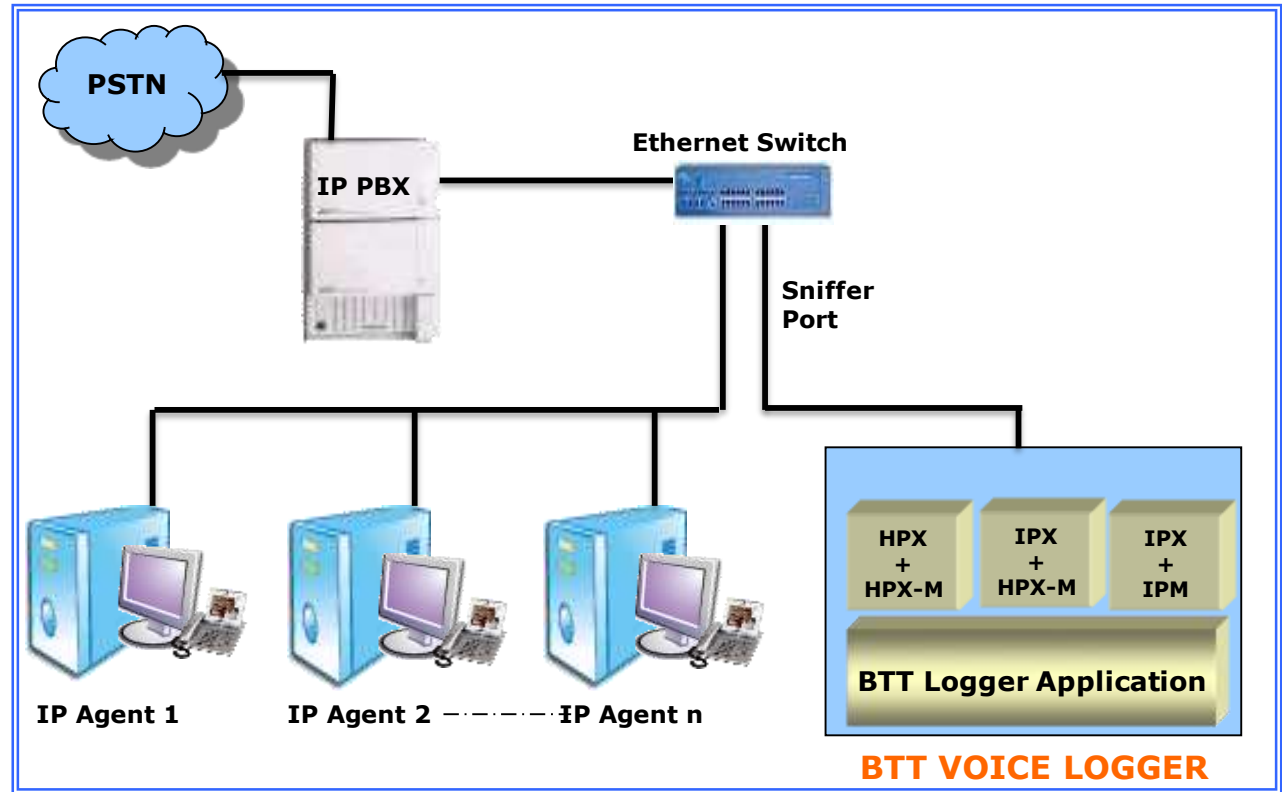*Innovating Convergence*

VOIP Protocols
- SIP
- H.323
- Cisco
- Avaya
- Ericson
- Nortel
- Siemens

Audio Digitizing
- G.711
- G.723
- G.729A
- MS-GSM
- ADPCM
- .VOX
- .WAV

Architecture
- DSP based Media Board for Recording
- Highly Scalable
- Support 480 IP end points per server

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PSTN

IP PBX

Ethernet Switch

Sniffer Port

IP Agent 1   IP Agent 2 —·—·— IP Agent n

HPX + HPX-M   IPX + HPX-M   IPX + IPM

BTT Logger Application

BTT VOICE LOGGER

Features

Storage Control

- Select Storage Options including network drives
- Customizable compression settings
- G.729
- G.711
- ADPCM
- True Speech (Optional)

Architecture

- Runs as a service on system start up
- Fully SQL compatible database with ODBC interface
- Uses TCP/IP communications over LAN/WAN or Internet

Recording Triggers

- Channel and Time wise
- DTMF, PVD or agent initiated
- Trough extension
- Silence detection

Features

Telephone Interface
- 2 wire analog interface via phone handset
- Analog trunk lines or 4-wire digital station interface
- Station side and trunk side recording options
- IP

System maintenance
- Standard system maintenance features
- Remote diagnostics
- Backup with DVD or DAT
- MIS Reports

Recording & Playback control
- Multiple start/stop options per channel
- Automatic gain control
- System adjustable beep tone for analog channels
- Life time for the messages
- Playback through multimedia
- Playback through extension

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New Features

- **AGENT SCREEN LOGGING**

- **STORES AGENT SCREEN WITH AUDIO**

- **ON LINE MONITORING THROUGH TELEPHONE**

- **PLAY BACK THROUGH TELEPHONE**

Thank You !

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