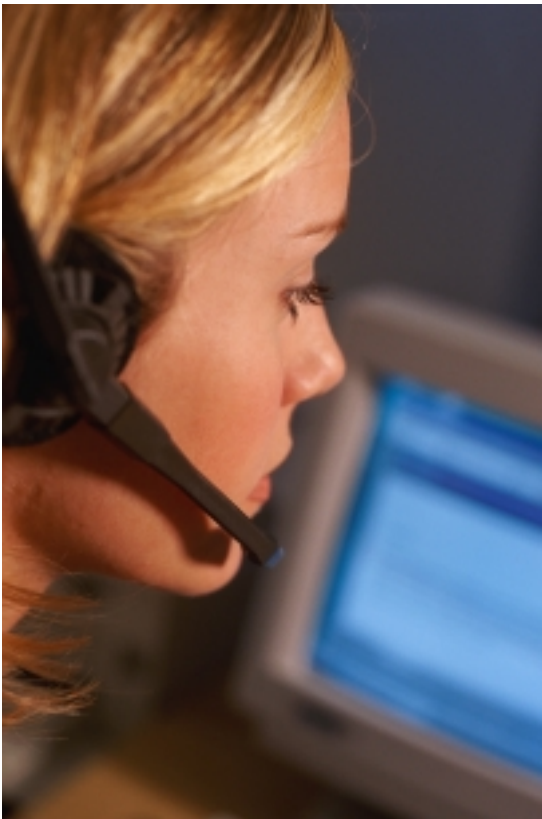


Affordable Call Center Recording Solution!

Call recording and monitoring systems help you train agents and improve customer service. You need access to the agent's interaction with customers that is accurate and easy to locate.

What's the solution?



YOUR KONEXX SOLUTION

The KONEXX USB Phone 2 PC – Call Center Edition is the ultimate low cost recording solution. Record telephone conversations, meetings or dictations digitally to the computer and file the recordings to the local PC or a network server for later retrieval and playback.

- ❑ Supervisors can randomly sample recordings of agents phone calls to measure productivity and quality of the call.
- ❑ Easily access and replay important details that transpired during calls.
- ❑ Great organizational tool that saves your recordings in folders and directories on your PC or a server just like your Word and Excel files.
- ❑ Ideal solution for verification of contractual discussions.
- ❑ Flexible software program offers three different Graphical User Interfaces (GUIs) - Supervisor, Agent On Demand or Agent Logger mode (see next page for details).
- ❑ Both sides of the conversation are recorded clearly.
- ❑ Installation is quick and easy.
- ❑ Compact size and lightweight USB interface with easy to use recording software.
- ❑ No computer sound card needed. The USB Phone 2 PC interface is the sound card.

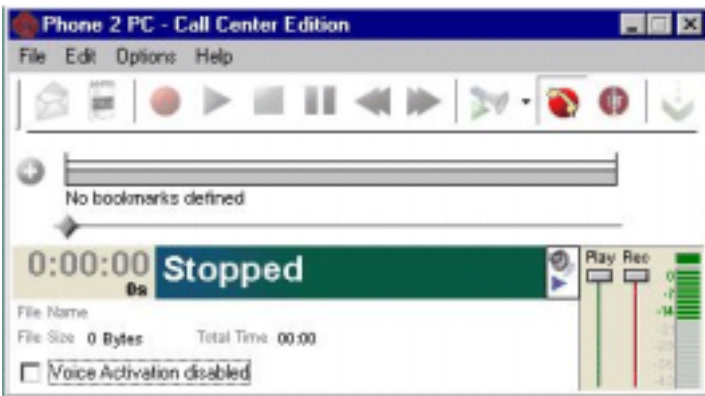
Recording and saving your call center agent's conversations is quick and easy with Konexx USB Phone 2 PC – Call Center Edition.



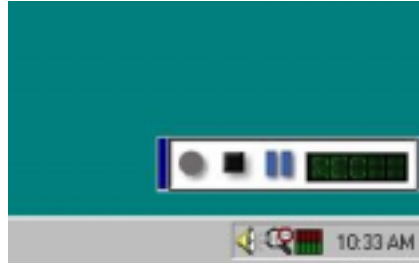
For more information about your KONEXX solution, call us today

CallCenterStore

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www.callcenterstore.com
www.ptelinc.com



Supervisor Mode GUI



Agent - On Demand Mode GUI
Agent can pause, stop & control when to record, but does not have access to Preference Settings without a password.



Agent - Logger Mode GUI
No agent intervention permitted – flashing icon indicates that software is recording. This mode automatically activates “Voice Activation” & “Auto File Naming” features.

USB Phone 2 PC Interface –

Compact size and lightweight interface connects between the telephone handset or headset and a computer enabling telephone conversations to be recorded to the local computer or a network server location as compressed wav files. Connection cables allow Interface to be off the desk and out of view.



Hardware Connection Diagram

Diagram not to scale

Features:

- ◆ Phone 2 PC hardware and software easily installs on an individual PC or notebook.
- ◆ Recorded files may be stored on the local hard drive or a network server.
- ◆ USB Phone 2 PC Interface connects your telephone with your computer enabling you to record telephone conversations as compressed wav files.
- ◆ Saved files can be e-mailed as attachments and/or archived for future reference.
- ◆ Bookmarks can be inserted during recording or playback for easy access or reference to important points in the recorded conversation.
- ◆ Auto file naming feature allows you to save files with prefixes and/or date/time as the file name automatically.
- ◆ No external power source needed. USB Phone 2 PC gets its power from the USB port.
- ◆ Phone 2 PC –Call Center software has 3 GUI modes:
 - Supervisor Mode – gives the user full access to all settings and preferences and complete control of all recording features (record, start/stop, pause, file saving location, etc.)
 - Agent – On Demand Mode – perfect for verification services, enables agents to start/stop, and pause recordings allowing only the required portions of the calls to be recorded – files are automatically saved to a drive location specified by a supervisor.
 - Agent – Logger Mode – voice activated mode that automatically records and files all conversations. Access to settings and features are invisible to agent.
- ◆ Administrators or supervisors can switch between or set modes by using a special password.
- ◆ USB Phone 2 PC – Call Center Edition has numerous other features not listed in this document - Call Konexx to get information on other features or applications for the USB Phone 2 PC Call Center Edition.

Specifications:

- Phone 2 PC software uses GSM 6.10 compression algorithms to keep file sizes manageable (1 hour of recording time = approx. 5.6 MB).
- Compatible with Microsoft Windows 98SE, Millennium, 2000 or XP Operating Systems (OS).
- Automatic Recording Level (ARL) ensures conversation is recorded clearly.
- Interface size: 3.0" (L) x 1.3" (W) x 1.0" (H).
- Weight: 1.5 ounces.
- Powered by computer's USB port.