



E-Mail Brochure

www.ecko.co.za



WELCOME

Ecko Voice Logging is a significant contributor to the South African voice logging. We offer a solid, reliable product and back the client with dedicated and sincere service. The technology is written in South Africa, for South African business.

This enables Ecko to constantly adapt to client needs and improve its overall product continuously, without having to wait for or rely upon third-part technology providers.

WHY RECORD YOUR CALLS ?

Recording your calls introduces integrity into the business process and:

- Reduces liability and enhances security.
- Reduces administrative costs.
- Records sales commitments by both parties.
- Improve customer service & satisfaction.
- Improves management of staff telephonic performance.
- Reduces miscommunication.
- Increases supplier accountability.
- Records debtor commitments.

WHY USE ECKO ?

Recording your calls introduces integrity into the business process and:

- Our solution is competitively priced.
- Our solution is simple to operate and administrate.
- Our solution is reliable.
- Our service backup is the market leader.
- Our product is continuously improved in South Africa, and we own the IP.



ECKO VOICE RECORDING

Advantages



2011

ECKO VOICE RECORDING

ADVANTAGES

- MD5 hashing, validity of voice files.
- All search and management functions are application and / or browser based (for non-Microsoft users).
- One operating license per site – unlimited agents and users.
- Superior call retrieval interface.
- Retrieval of calls fast and easy via filtering process according to dates, telephone numbers, notes added and contacts.
- Dashboard – server & error monitoring.
- Multiple access levels for administrators, users and user groups.
- Calls stored in MP3 format.
- Contact management – import database contacts.
- Multiple reporting functionality, such as popular numbers and busy times stats.
- Channel Manager - this enables you to view calls in progress and gives you information on which channels are in use.
- Ease of maintenance, minimal managerial input.
- Supreme scalability and flexibility:- SME to enterprise.
- Business requirements fulfilled: cost saver, management tool & service level indicator.
- Calls are untampered with, as the gain control is part of the recording process that results directly in an mp3 file, i.e. there is no file conversion after the file has been created as a single recording process. All calls, inbound and outbound, will be recorded irrespective of source and destination.
- Calls indexed according to date, time, CLI, direction of call.





TRUNK SIDE RECORDING



2011

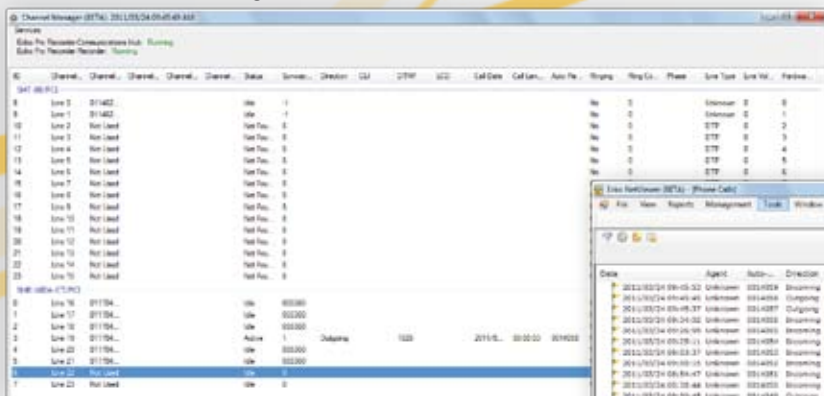
TRUNK SIDE RECORDING

- **Our simple definition:** “The recording of telco lines before they reach the PABX.”
- **Use:** If you are not interested in agent and extension tracking this is the solution for you.

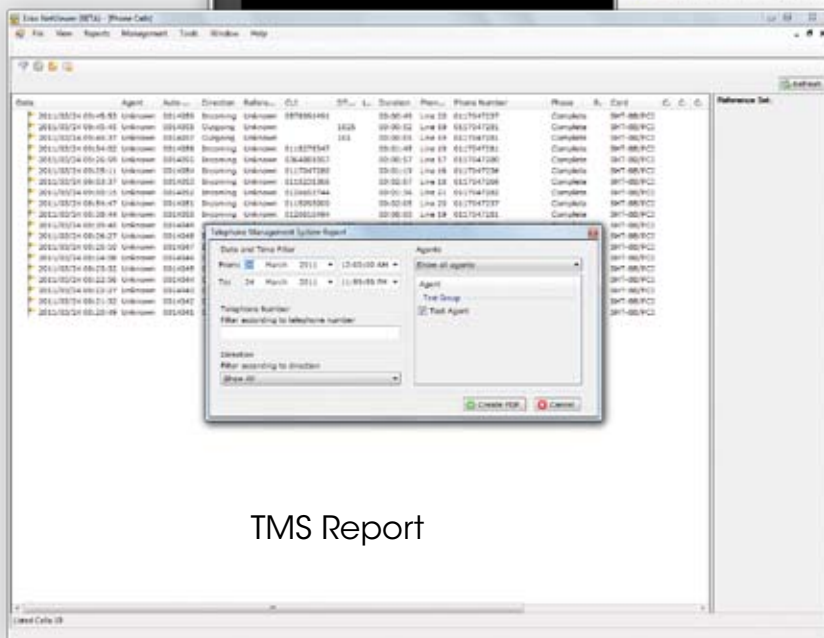
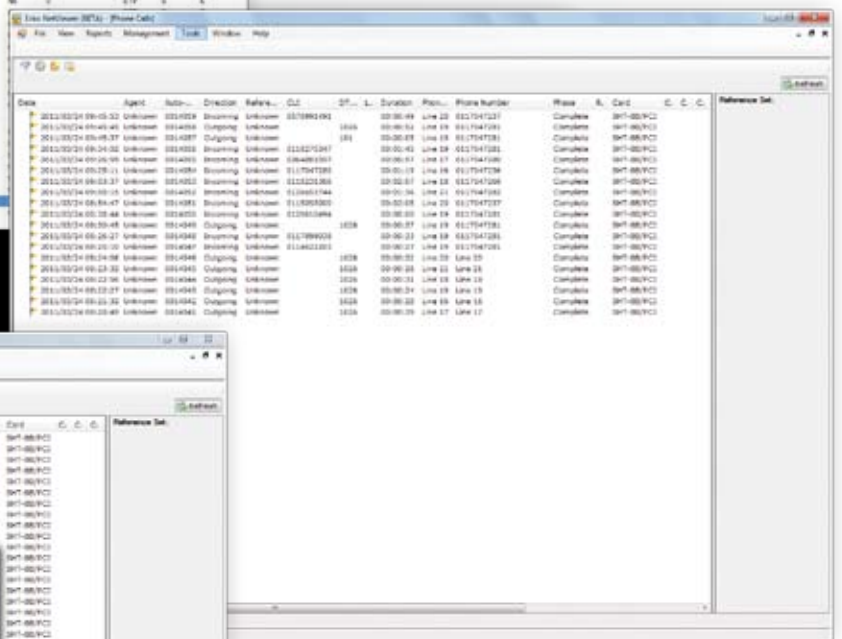
ADVANTAGES of TRUNK SIDE RECORDING

- Fewer installation resources required due to fewer channels tapped. Ie – could be a lot cheaper than recording extension-side.
- CLI and DTMF.
- No software required anywhere on network except on recording server .
- No PABX compatibility issues.
- Undisruptive implementation (sever setup and integration into the existing network usually requires minimal downtime).

Channel Manager



Netviewer



TMS Report



EXTENSION SIDE RECORDING



2011

EXTENSION SIDE RECORDING

- **Our simple definition:** “The recording of extensions managed by a PABX”.
- **Use:** Usually for call centres, where extension numbers, agent name and call referencing is required.

ADVANTAGES of EXTENSION SIDE RECORDING

- Track internal calls..
- Pop-up call referencing
- Better accountability of personnel to telephone calls recorded

Netviewer - Telephone Management Report

Pop-up

Call Date: 2011/03/22 12:39:07 PM
Duration: 00:00:13
CLI: 00117047266
Auto-Reference: 0009781

Reference Set: Eko Support

Eko Support Client Name: test

Eko Support Nature of Call: Follow Up

Eko Support Technician: Sean

Eko Support Status: Complete

Eko Support Comment: test

Accept Cancel

Agent Telephone Management System Report

Date and Time Filter: From: 22 March 2011 12:00:00 AM To: 22 March 2011 11:59:59 PM

Telephone Number Filter: Filter according to telephone number

Direction Filter: Filter according to direction

Agents: Venessa Scott, Eko Support, Sean Scott, Brianne D

Create PDF Cancel

Netnote

Current Agent: Venessa Scott (Venessa) (218) Log Out

Current Call:

Call Date: 2011/03/22 10:25:23
Duration: 00:11:10
CLI: 0009668
DTMF:
LCD: 217
Auto-Reference: 0009668

Date	Time	Auto ...	Duration	C.	D...	LCD	Phase	C.	N.	P.	P.	C.	S.	S.	P.	Ec...
2011/03/22	10:25:23	0009668	00:11:10				Complete									
2011/03/22	09:34:33	0009634	00:04:04				Complete									
2011/03/22	09:27:05	0009628	00:00:04			217	Complete									
2011/03/22	09:26:52	0009627	00:00:13				Complete									
2011/03/22	09:08:23	0009615	00:00:49			206	Complete									

Statistics Report

Date and Time Filter: From: 22 March 2011 To: 22 March 2011

Time Frame: From: 00:00:00 AM To: 00:00:00 PM

Date	Time	Auto ...	Duration	C.	D...	LCD	Phase	C.	N.	P.	P.	C.	S.	S.	P.	Ec...
2011/03/22	10:25:23	0009668	00:11:10				Complete									
2011/03/22	09:34:33	0009634	00:04:04				Complete									
2011/03/22	09:27:05	0009628	00:00:04			217	Complete									
2011/03/22	09:26:52	0009627	00:00:13				Complete									
2011/03/22	09:08:23	0009615	00:00:49			206	Complete									

Netviewer - Statistic Report



EQUIPMENT USED
For Trunk and Extension Side



2011

EQUIPMENT USED

(Trunk and Extension Side)

- ▶ Specialized Recording File Servers (*including databasing, power management and antivirus*)
- ▶ Recording Cards for Analog, BRI (ISDN) and PRI (*Recommended for higher call volumes*)
- ▶ Recording USB Devices (*Recommended for lower call volumes and limited to 4 channels analog*)

Recording Card



Recording Servers



USB Logger



Notebook used as recording machine for USB Loggers only



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