

# XtR Reporter Supervisor

**XtR Reporter Supervisor** is a mid-level supervisor monitoring and reporting package from our XtR Professional range of Digital Call Recording solutions.

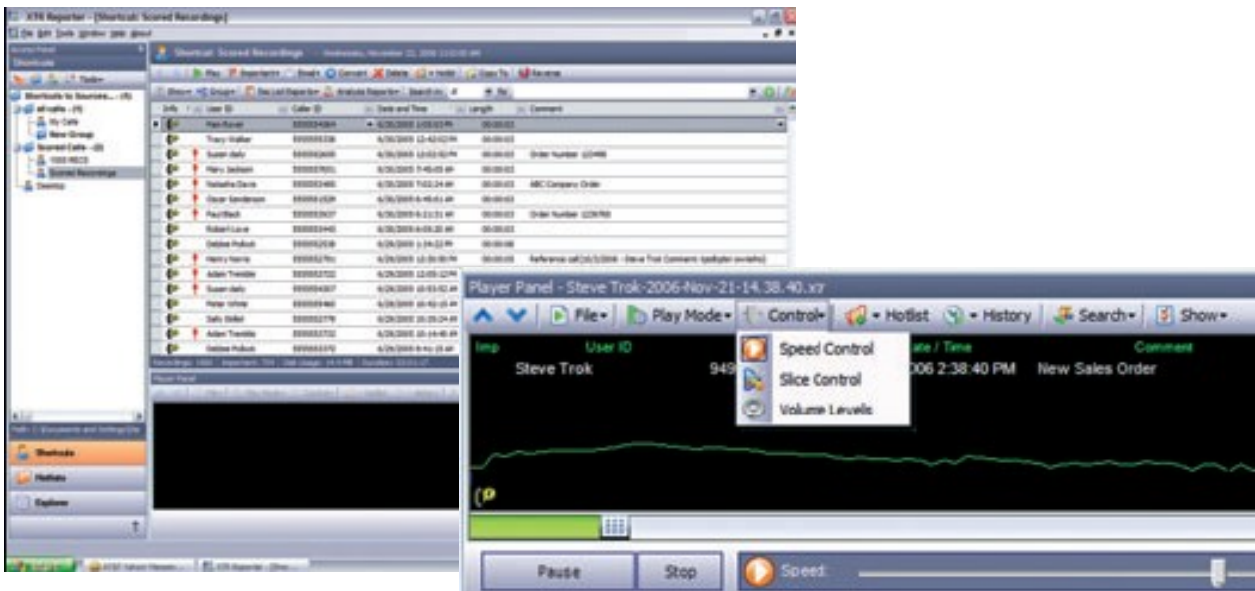
Our advanced visibility, access, retrieval, playback, analysis and scoring suite also comprises:

- **Call Manager** - Similar to XtR Reporter Supervisor but excludes some advanced playback features and graphical reports.
- **XtR Reporter Pro** - As above but includes Agent Assessment/Scoring.
- **XtR Call Archiver** - Auto archive and manage large volumes of recordings to/from various media.

The suite of applications delivers everything a professional supervisor power user requires and operates on your recordings wherever they are on your network (they are also independent of the hardware recorder platform you have chosen).

XtR Reporter operates on recordings from:

- Multiple Desktop Analogue units (Universal Adapters)
- Multiple Desktop Digital units (Digital 01's)
- BackOffice Analogue (Analogue 02,04 & 08)
- BackOffice Digital (Digital 04 & 16)
- Our single user stand alone Secure Digital Call Recorder (SD Recorder).



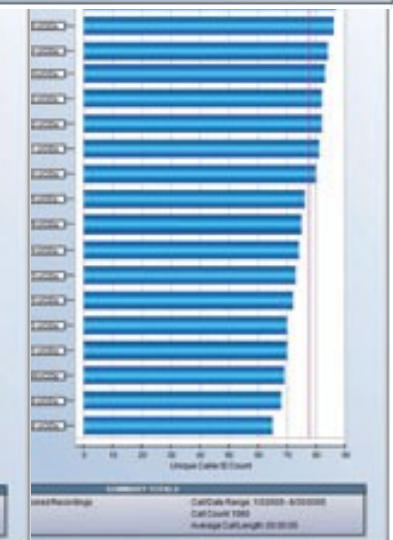
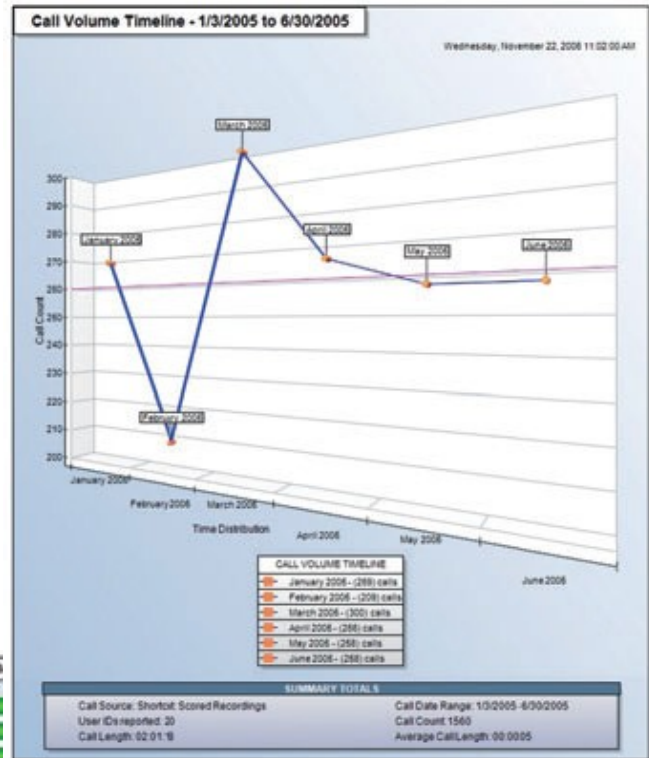
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All of Comvurgent's suite of monitoring packages are built on the robust Microsoft .net framework and can manipulate large volumes of recordings. Each application is a workhorse that delivers feature rich productivity tools in a familiar, ergonomic and easy to use MS Office style interface. **XtR Reporter Supervisor** provides the search and playback features of Call Manager with advanced playback features and a range of powerful graphical reports. For supervisors wanting to assess, grade and improve agent performance, XtR Reporter Pro Supervisor provides a sophisticated Agent Grading module allowing supervisors to set key parameters for agents and grade and report against them (see separate specification sheet).

**Reports and statistics features:**

A variety of reports can be compiled and printed in graphical or tabular format. A simple 'click' on a report will allow playback of the associated recording. The comprehensive reports can be generated using:



- Agent statistics
- Any recording list - daily, weekly, monthly or customized date range.

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