

XtR Call Manager Supervisor

Call Manager Supervisor is an entry level supervisor monitoring package from our XtR Professional range of Digital Call Recording solutions.

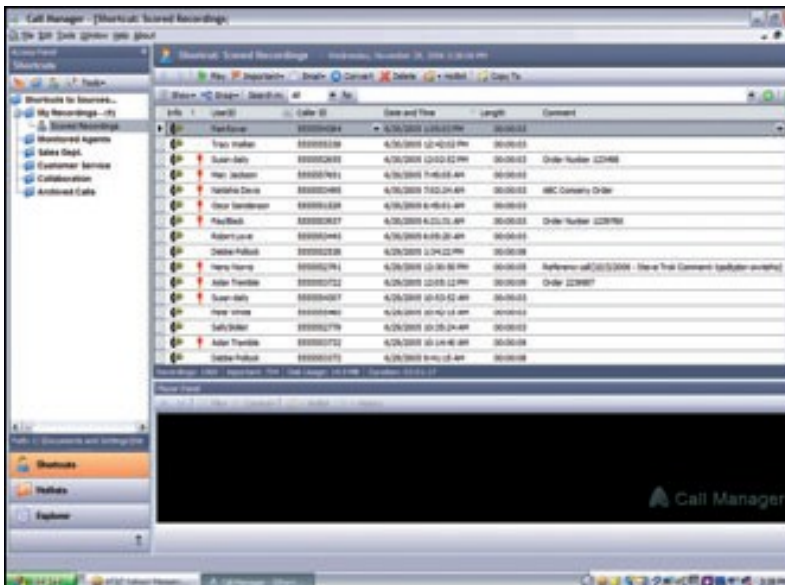
Our advanced visibility, access, retrieval, playback, analysis and scoring suite also comprises:

- **XtR Reporter** - Including graphical reports and advanced playback features.
- **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 deliver 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 Call Manager Supervisor 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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Our 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.

Call Manager Supervisor is designed to provide the ability to quickly and easily gain access to important calls. For supervisors wanting more, **XtR Reporter Supervisor** and **XtR Reporter Pro Supervisor** provides more advanced playback functionality combined with reports and agent grading/scoring (see separate specification sheets for each).

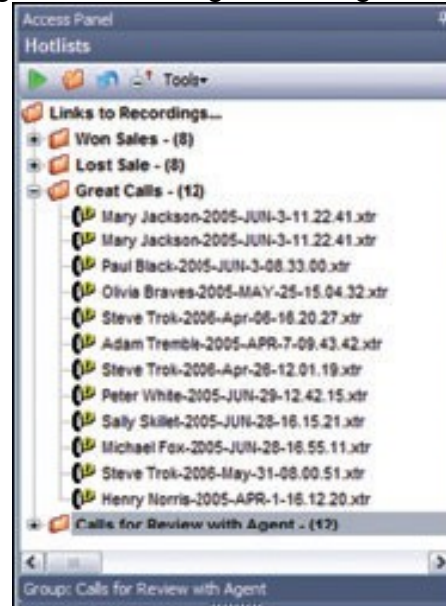
Easy access, quick retrieval

- Drag 'n' drop calls into hotlist shortcut folders you create for quick access to important calls.
- View archived calls tree in simple to create and view window.
- Improved management of large archive of calls, view only calls you pre-select.
- Speeds search and find features.
- One-touch email / file conversion.
- Explorer tree simplifies creation of shortcuts and access to archived recordings.

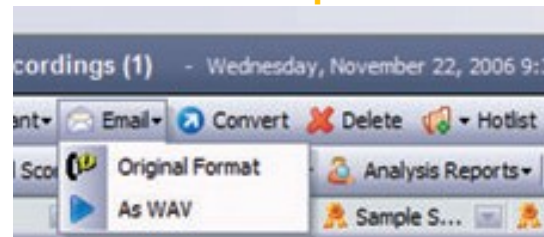
The access panel provides quick and simple access to specific groups of calls that you organize in any way you like; create shortcuts to specific groups or departments or even to individual agents

Hotlists

Categorize calls by dragging and dropping them into your own personal hotlist folders. Hotlist folders provide a link to records for follow-up on important calls without moving it from the original storage location.



One-touch email or export to wav file



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