

Desktop ipTap Recorder

Simple Connectivity, Powerful Features, Affordable Price

The ipTap from Intelligent Recording delivers a simple and affordable solution for recording SIP and other IP system phones. The ipTap eliminates the need for a second Ethernet card or complex network setup. Simply connect the ipTap and install the provided XTR Desktop software, follow the simple set-up instructions and you are recording in minutes.

The **ipTap** can be set up for an individual user or distributed in a group and configured for centralized storage and management.

ipTap Overview:

- No handset cord connection
- No complex network setup
- Caller ID and digits dialed recorded as part of call record
- 'True Digital' recording, not voice activated
- 168 hours of recording per Gb of disk space
- Complete with XTR Desktop Software
- Supervisor Management packages available.

Because talk isn't cheap...

There are many valuable reasons why companies record telephone conversations:

- Customer service quality monitoring recording calls ensures best practice
- Transaction recording record critical information to ensure accuracy of transactions
- Compliance monitoring ensure industry regulations are met
- Security alerts record threats and verbal abuse.

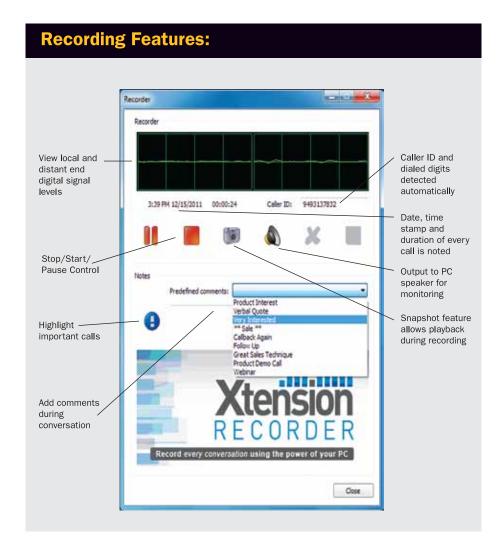
Flexible set-up for multiple applications

Set-up options include:

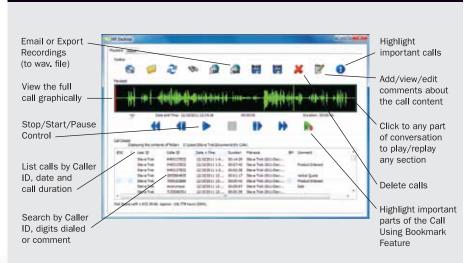
- Record all calls, manually select which to record or be prompted after the call to save or delete the call
- Can restrict user access to features of desktop software where desirable
- Save calls locally or on a network server for centralized monitoring and playback.

Almost every company has a call record application that can deliver substantial business benefits. What's yours?





Complete Playback Control:



Some application ideas:

- Message Taking use Xtension
 Recorder Desktop Software to record
 a message instead of writing it down.
 Email the message to the recipient.
 It's like a mini Unified Messaging
 system.
- Customer Service Desks Xtension Recorder is a great training tool.
 Move it around to different agents to monitor activity from time to time.
- Operator Positions monitor how those important callers are being answered and transferred.
- Call Centers install Xtension Recorder at each desk and record to a central server location for supervisor listening.
- Conference Calls record those important discussions and decisions.
- Dictation Using the included Room Recorder feature, Xtension Recorder allows you to dictate directly into your PC microphone and email the recording to an assistant.

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