

PRODUCT BULLETIN

Automatic Greeting and Call Recording

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AUTOMATIC GREETING FEATURE

A firm's image is an important component to its success in the highly competitive market today. And a good first impression can go a long way in creating a professional image. Your company's telephone operators can make an excellent first impression with a consistent, cheerful greeting to your callers.

Conveyant Systems' Automatic Greeting Unit, used in conjunction with our TeleDirectory™ Attendant Console application, can ensure that each incoming call is answered in a pleasant and professional manner. The Auto Greeting Unit plays a customized greeting to your callers in the operator's own voice. The pre-recorded greeting is played automatically each time a call is answered. And, if desired, the greeting may be manually interrupted or disabled by the operator at anytime.

The Automatic Greeting Unit processes incoming call information, and immediately plays the appropriate greeting to ensure your customers are greeted pleasantly each and every time. Each operator may record a variety of greetings for your callers using the TeleDirectory Auto Greeting Management program, Windows Sound Recorder program or a similar program. When a call is answered, the correct greeting is automatically played based on the incoming line and the operator currently signed-on to the system. A few example greetings are shown below:

- *"XYZ Company, this is Ann, how may I direct your call?"*
- *"Thank you for calling XYZ Company. How may I help you?"*
- *"Operator, may I help you?"*

A professional corporate image, improved service to your callers and cheerful operators are among the benefits the Automatic Greeting Unit can bring to your organization.

Features

- Automatic playback of operator greeting upon call answer.
- Operator may interrupt or disable greeting manually.
- Integrated with Conveyant's TeleDirectory family of products for Centrex and PBX.
- Multiple greetings may be recorded for each operator.

System Requirements

- Conveyant's Automatic Greeting Unit
- Conveyant's TeleDirectory Attendant Console Application
- Pentium PC with Sound Card

CALL RECORDING FEATURE

The TeleDirectory Call Recording feature aids companies in a number of ways by enabling all calls processed at the TeleDirectory Attendant Console(s) to be recorded. In an emergency or threatening situation, calls can be recorded to ensure the proper action is taken in a timely manner. Call recordings may also be used as an operator training tool or performance monitor, or to review important information.

Feature Description

The TeleDirectory Call Recording feature provides the ability to record calls in a .wav file which are playable in any multimedia application such as Windows Media™ player or RealPlayer™. Using a hardware device that is connected to the handset and to the sound card of the TeleDirectory Console PC, call recordings can be created and stored for later review.

When the Call Recording feature is enabled, a button containing a red circle is located on the right side of the TeleDirectory toolbar. The toolbar button will blink at a rate of once per second indicating a call is being recorded.



Sample TeleDirectory Toolbar with Call Recording Indicator

The Call Recording feature may be configured two ways:

Record All Calls: This method saves a recording of every console call in its own .wav file.

Record Selected Calls: This method allows an operator to save a recording of any console call in a .wav file. When the feature is enabled, all calls, incoming or outgoing, are recorded. If the operator presses a configured function key or clicks on a toolbar button while the call is in progress, a .wav file containing the recording is saved. Otherwise, the temporary .wav file containing the call recording is overwritten by the next call on that line and the recording is discarded.

The operator must indicate via a button click or keystroke *during the call* that the call should be saved. If the button or key is pressed after the end of the call, no action to preserve the already completed call is taken. Each time a call has been recorded, a TeleDirectory Call Note indicating that the call has been saved is automatically generated. The TeleDirectory Detail Report displays all calls marked with a Call Note.

TeleDirectory Console Compatibility

The Call Recording feature interfaces to all TeleDirectory Attendant Console products with the exception of TeleDirectory for System X (*available in the U. K. only*). When using the “Record Selected Calls” mode, the system administrator defines a console function key which is used to flag a call recording to be saved. If the operator places a call on hold, the recording is paused until the call is retrieved. When the operator is handling multiple calls, each call generates its own .wav file – the operator may go between calls with each .wav file saving information for its specific call.

The .wav files created by the Call Recording feature have file names that identify the time, console, operator, and line associated with the recorded call.

File Location, Disk Space and System Performance

The default location for storage of .wav files created by the Call Recording feature is a subdirectory named CallRecordings, located directly under the subdirectory that contains TeleDirectory. For example, if TeleDirectory is installed in C:\TDNS, then the Call Recording .wav files will be stored in the subdirectory C:\TDNS\CallRecordings. Files may also be stored in another location, for example on a network drive.

IMPORTANT NOTE: Call recordings can use a large amount of disk space. Call recordings consume approximately 22K bytes of disk storage per second of recording time. Be sure that local and/or network drives used to store Call Recording .wav files have adequate free space. In addition, at least 1GHz processor and 256MB RAM are required.

System Requirements

- PC sound card installed and configured.
- Call recorder hardware interface unit.
- Available disk space for storage of .wav calls. Call recordings require approximately 22K bytes of storage per second, assuming a 22,050 samples per second, 16 bit mono PCM format of encoding used to create the recording.