



# UNIVERGE® Voice Security Recorder Solution

Fulfilling the promise of UNIVERGE®360

NEC's UNIVERGE Voice Security Recorder (VSR) solution provides a total solution to call recording, documentation and agent evaluation. VSR provides a way to improve your company's level of service and increase your Return on Investment (ROI) through the information it provides.

The UNIVERGE VSR solution is comprised of the VSR Unit, the 4-Port Digital Call Logging Unit, and two pieces of software –VSR Manager and VSR Reporter Pro. Together, these solutions offer a comprehensive call recording and agent evaluation package for businesses both large and small.

## At a Glance

- Hardware and software components provide recording solutions for businesses of any size
- VSR units offer a plug-and-play solution for call recording, storage and management
- Monitor 4 digital and analog connections with the 4-Port Digital Call Logging unit
- Access important archived calls quickly and easily with the VSR Manager or use Reporter Pro
- VSR Reporter Pro provides top-level supervisor monitoring, reporting and an agent grading package
- Compatible with the latest NEC communications servers

### VSR Unit

The VSR Unit is a USB device that enables TDM Dterm® Series I, Electra Elite® IPK and UNIVERGE DT300 series telephone users to record, store and manage their calls. It is the ideal solution for both users who occasionally document calls and for businesses that record all telephone conversations due to security concerns.

The VSR may be personalized to automatically record all calls or manually controlled to only record selected conversations. All recordings have superb, full-digital sound quality and are stored on the local PC or network server rather than the telephone system. And because the VSR is a plug-and-play solution that connects to the PC through its USB port, the VSR needs no additional power source or wiring to function. Each unit ships with application software that allows a user to select features and options using convenient graphical tabs.

The VSR can also be used with a 4-Port Digital Recorder.

### 4-Port Digital Call Logging Unit

The 4-Port Digital Call Logging unit, a stackable four-extension connector, is used to monitor any combination of digital or analog extensions on a server. It provides network call storage and audio balancing on a per-port basis. The 4-Port Digital Call Logging unit provides a variety of settings and options to deliver the results you are looking for.

The 4-Port Digital Call Logging Unit is simple to install and change. Up to four extensions can be connected via digital extension wiring in the PBX switch room, and multiple units can be used on one PC.

### VSR Manager

VSR Manager is designed to provide the ability to quickly and easily gain access to important calls. It enables users to manage calls and works with recordings wherever they are on the network. This software can manipulate large volumes of recordings and provide tools including speed search, one-touch email/file conversion, an archived call tree and an explorer tree that simplifies shortcut creation and archived call access. These feature-rich productivity tools are presented in a familiar, ergonomic and easy-to-use Microsoft Office®-style interface.

### VSR Reporter Pro

VSR Reporter Pro provides top-level supervisor monitoring, advanced search and playback features, call scoring and powerful graphical report interfaces for call reports. It enables call scoring form and report sharing over a network.

Customizable call sharing forms use sophisticated weighting criteria to ensure that emphasis is placed on the areas most critical to your business. These forms enable supervisors to grade an agent's performance by simply selecting the call scoring play mode to grade each call segment while listening to the actual recording.

The grading module helps supervisors set key parameters for agent performance, then it grades and reports against them. Calls are graded and can be combined to measure an agent's performance over time in comparison to others in the group. Measurements and comparisons are presented in simple, easy to read graphs and charts.

UNIVERGE360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.



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