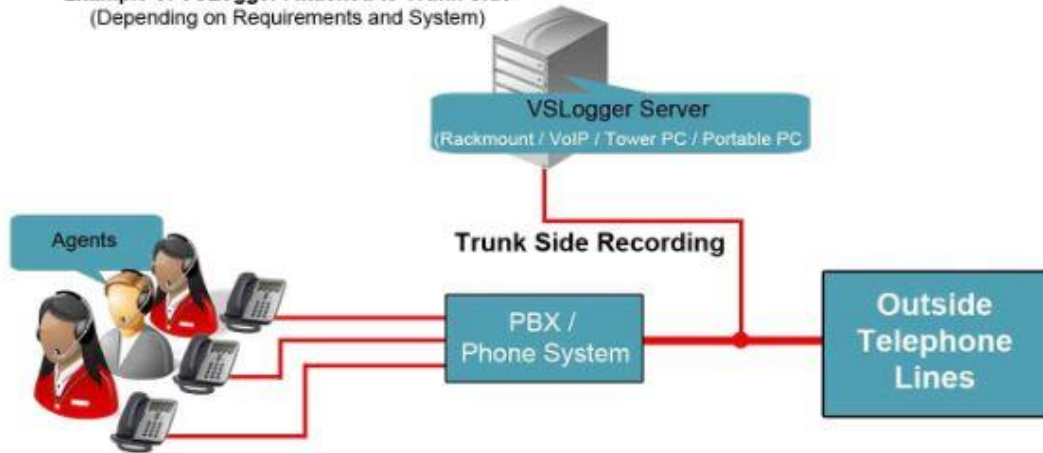


Example of VSLogger Attached to Trunk Side
(Depending on Requirements and System)



TRUNK SIDE



EXTENSION SIDE

I want to:

- Record all calls made on external(outside)lines

Pros:

- High compatibility, Standard/ non-proprietary lines supported by different boards
- Adding and recording extra internal extensions does not require extra licensing purchase, if number of trunk lines is the same
- Lower cost (usually number of trunks is less than number of extensions)

Cons:

- Monitor live calls by trunk channels, not by extensions
- Only external (outside) calls are recorded, internal calls (extension to extension) not recorded.
- Requires extra configuration time to do SMDR or CTI integration with phone system to capture extension info. This might not be available or have limited effectiveness. You are responsible for SMDR to the Recorder
- Cradle to grave recording: If all of your calls initially go to a receptionist or auto-attendant and then get transferred, then all recordings will have the extension of the receptionist or auto-attendant followed by the transferred extension. (This will result in more steps to search recordings by specific extension)
- Usually, all extensions are recorded, while customer might prefer not recording some of them
- Desktop Assistant and Screen Capture process control, usually, cannot be effectively used
- PCI and HIPPA compliance is more difficult to enforce

I want to:

- Record all internal and external calls
- Live monitor calls and know what extension I am listening to

Pros:

- Search by extensions/agents, caller id, dialed numbers, etc. (depending on line and PBX programming)
- Monitor live calls by recorded extension.
- All calls are recorded including external and internal calls (extension to extension)
- Only selected/desired extensions connected to recorder and recorded
- Optionally use Desktop Assistant to pause, start, or mute recordings. Works well with PCI and HIPPA compliance
- Screen capture triggered and synchronized with captured audio recording

Cons:

- For digital phones, special wiring and configuration is required, based on phone models including time consuming D-Channel programming
- Often more expensive than trunk-side recording, if number of extensions is more than number of trunk channels
- Not always 100% compatible, possible conflicts with some proprietary digital PBX extensions

Example of VSLogger Attached to Extension Side
(Depending on Requirements and System)

