Voice Logging

Voice Logging, a short history

Voice Logging specialist Bumicom. Already since the late sixties Bumicom has experience in the delivery, installation and servicing of voice recorders (Voice Logging system), also called voice loggers. In those days they were reel-to-reel magnetic tape recorders primarily used in Financial Institutions, Traffic Control and Public Safety. Today our recording systems are advanced applications running on a server delivered by Bumicom or the customer. They are logging all communication and interaction via telephone (also VoIP), fax, e-mail, web chat / surfing and desktop activity. In case of Voice over IP (VoIP) only the software can virtualised under VMware.

Voice Logging systems

Information about the available Voice Logging systems we refer to the links below:

Marathon Evolution
Storavox

Why record calls with a Voice Logging system?

Depending on the type of organization, such as Contact Center, Financial Institutions, Public Safety or Traffic Control, there is a need for one or more of the following functions:

- Fast access to important information: Callers often do not express themselves very well during an emergency situation. The fast replay of such calls is of the essence for a successful response.
- Safeguard your organization: If you need to defend your organization against civil cases, claims or other liabilities then call records can provide the facts to protect you.
- Reconstruction of events: A proper voice recording system is able to reconstruct the event with all relevant calls and tagged with the correct time stamps.
- Storing of essential information: When taking orders the logging of agreed price and scope of delivery are a critical piece of the audit trail.
- Quality Assurance: Voice Logging call records are basic components of an advanced Quality Monitoring system that can evaluate the recorded calls, when necessary including the recorded screen data, and that can determine the need for additional coaching.

For more information about the different market segments that can benefit from Voice Logging solutions see our home page.
The technology of Voice Logging

The diversity of telephony platforms requires compatible Voice Logging systems. Our Voice Logging systems and recording software can be employed in both VoIP and traditional PSTN networks and also in radio networks. An important question to be answered is, which calls should be recorded. All external calls (incoming and outgoing) or also the internal calls. This affects the location of the recorder in the network. The basic configurations for traditional PSTN telephony solutions can be depicted as follows.

Trunk side Voice Logging

All external voice calls are recorded with a Voice Logging system. Call data can be tagged with information from the signaling protocol on the trunkline(s).

Extension side Voice Logging

Both external and internal calls can be recorded with a extension side Voice Logging solution. The voice recorder system is connected with the individual telephone extension lines. The call data can be tagged with all information that the extension protocol provides, such as pressing of buttons, LED lamp on/off and text that appears in the display. The physical Voice Logging system interface is preferably the connection module close to the PABX.

Handset Voice Logging

Under special circumstances, instead of the extension line logging, the horn signal can be recorded.
Service observe / Silent Observation / Integrated Voice Logging

Several type of exchanges offer specific ports on the PABX system for Voice Logging. The technology is known under different names, depending on the manufacturer of the PABX. Such a configuration has the advantage that less recording channels (Voice Logging capacity) are required than with extension side recording, because the specific recording channels on this system interface can be allocated dynamically when a call is coming in. In addition and in combination with CTI the Voice Logging system can be started selectively based on information that the CTI protocol provides, such as for example en Agent Id or called service number.

Tagging the call data

There can be a need to register not only standard call information such as date/time stamp, duration and channel number or extension number, but more call related information. Examples are telephone number of the caller, agent id, customer number, bookmark and comment field. Call tagging can be realized by several means. Sources can be for example the signaling protocol, a Computer Telephony Integration (CTI) server or Call Detail Records (CDRs) originating from the exchange. In the last two examples there must be a unique key in the signaling protocol that relates the call with the additional call data.
VoIP Voice Logging

Central Active VoIP recording
In this configuration the VoIP recorder could be installed anywhere in the IP network. It receives the voice data via a conference call providing a great deal of flexibility.

Gateway Side Passive VoIP recording
In this configuration the VoIP Voice Logging recorder is located at a SPAN-port of the Gateway to the TDM world or as a SPAN-port of a router to another IP-telephony network.

Station Side Passive VoIP recording
In this configuration the VoIP Voice Logging solution is located at each LAN-switch in the IP network where an IP phone is connected.

The voice recording solutions of Bumicom can simultaneously record both traditional telephone calls and Voice over IP calls.
What is the best Voice Logging system for my organization?

Depending on your organization needs and environment, such as present and future telecommunication infrastructure, Bumicom can advise on the best Voice Logging system for your situation. Navigate to our contact page or call us on: +31 70 350 4500. Or leave your name and number, we call you!

Related links

Relevant information about Voice Logging services and products we refer to the links below:

- Product Support
- Rental Systems
- Custom Solutions
- Marathon Evolution
- Storavox

About Bumicom

Bumicom is a leading provider of innovative solutions to record, analyze and evaluate multimedia-based communications. Bumicom’s solutions reveal information, enabling companies and organizations to considerably improve their value creation: contact centers enhance customer service, efficiently deploy staff and increase productivity. Financial institutions fulfill documentation requirements, achieve a higher level of legal security and reduce costs. First responders and public safety organizations enhance reactivity in emergency situations.

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