VOICE LOG

COMTEL



ADVANCED CALL
RECORDING APPLICATION

VOICE LOG

SIMPLE, SECURE CALL RECORDING

Organizations require reliable control and recording capabilities for their most sensitive operational conversations. Whether supporting essential public services, such as emergency response and critical care, or managing high-stakes commercial activities, conversation recording must be guaranteed according to the most rigorous standards of security, reliability, and full traceability. Traditionally, achieving these objectives has required additional hardware and complex third-party solutions, resulting in costly, fragmented systems that generate data which is difficult to access, analyse, and transform into actionable intelligence.

VOICE LOG IS ENGINEERED TO MEET THREE FUNDAMENTAL CHALLENGES

- **Effortless Navigation**: Browse conversation history intuitively and instantly—no technical expertise required
- **AI-Powered Deep Search**: Go beyond basic metadata (who, when, where, duration) and search directly within conversation content using automated transcription and smart AI analysis
- **From Pbx to Strategic Intelligence**: Transform your PBX from a routine operational tool into a business intelligence engine that uncovers hidden patterns, anomalies, trends, risks, and opportunities within every critical conversation

EFFICIENCY BOOSTING FEATURES

The Advanced Player is packed with basic features to make saving and playing back important call recordings even easier. With the Section Marker, all transfers during a call can be shown. The Sound Clips feature enables small sections of a call to be saved and exported separately; useful in isolating key conversations. During playback, controlling the speed can enable skipping to the correct section and the volume of each call participant can be easily controlled. Optional features can be opened via specific licenses, like searchable Speech-to-Text, Speech Analysis oe AI Enginge to summarize the recorded calls.



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EASY ACCESS

Recorded calls are easy to locate, either through the daily call log or by using a quick search feature that filters calls by criteria such as number, extension, or date. The call playback controls resemble those of popular MP3 players and can be operated directly from the PC desktop. VOICE LOG offers secure access with multi-profile authentication.



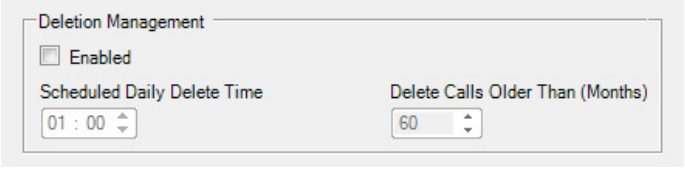
The solution is designed to handle high-volume environments, with certified performance of up to 300,000 calls/hour (300K BHCA).

SECURITY

Recorded calls are easy to export and e-mail as .mp3 or .wav files. These are encrypted to ensure they are tampering proof. Calls can be archived to disc or other storage devices and for added security they can only be replayed on VOICE LOG application when they are recovered.

AUDIT POLICY & DATA RETENTION

For audit purposes, VOICE LOG can track and record all system access activities, including which users access the recorder and which recordings are played back. This functionality is especially useful in environments where integrity and confidentiality are critical. Administrators have the flexibility to independently configure data retention policies, defining retention periods for recordings and logs in full alignment with corporate compliance and regulatory requirements.



VOICE LOG FEATURES

- Native integration with IFV PBX
- File encryption to protect access*
- Multilingual support
- Data retention policies configurable independently*
- Dashboard view of recorded calls with related segmentation
- Interactive dashboard*
- Query by callers, recipients, call duration, and time*
- Searchable Speech-to-Text*
- Call Playback Auditing*
- Call summary generation
- Keyword-based search within call content
- Concept-based search within call content
- Natural language search within call content
- Risk Alert*

* Optional under specific license

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